FREDERICK COUNTY, MARYLAND

(RFP) REQUEST FOR PROPOSALS

RFP NUMBER: # 01-77, (#0000000275) LIBRARY AUTOMATION SOFTWARE

OPENING DATE: JULY 12, 2001 3:00 PM LOCAL TIME

OPENING PLACE: PURCHASING CONFERENCE ROOM, FIRST FLOOR

12 EAST CHURCH STREET - WINCHESTER HALL

FREDERICK, MARYLAND 21701

IMPORTANT: A Pre-Proposal Conference will be conducted

on JUNE 26, 2001 at 1:30 PM LOCAL TIME .

See Page 60 for details.

Request for information regarding this proposal
should be directed to:

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AUTOMATED SYSTEMS RFP

Purpose

This request solicits proposals to furnish Frederick County Public Libraries (FCPL) with an automated integrated client/server library system. This system is expected to be implemented in the fall of 2001. Vendors are expected to provide the software and services for the furnishing, delivery, installation, and maintenance of an integrated library management system

Both a technical and cost evaluation will be performed before a contract is awarded. Further price negotiation is prohibited after proposals are submitted so vendors should submit proposals with lowest possible costs.

Library Overview

FCPL is a medium sized public library system that consists of a Headquarters Library, five Branch Libraries, two Bookmobiles and a library in the County Detention Center. A new 67,000 sq. ft. Headquarters Library is currently under construction and is expected to be completed in Spring 2002. Construction is also planned for two 25,000 sq. ft. regional libraries, one in the South County (Urbana) Region in 2004 and one in the North County (Thurmont) Region in 2006. The addition of these new facilities should almost more than double FCPL's system capacity requirements.

FCPL purchased its first integrated library system in 1994 and is with the same vendor today. Automation software is loaded on an HP9000 server located in the Headquarters Library. 768 K-bit T-1 lines connect each Branch Library to this central server. Our Web based catalog is available in all FCPL Branches as well as from our web site (www.fcpl.org). CDPD (packet data) equipment and technology is used on both bookmobiles.

The Library at the Detention Center facility is currently not automated. No card catalog records exist for this library. FCPL intends to automate this facility when software purchased as a result of this proposal is implemented.

Implementation Schedule

FCPL expects to return to the newly renovated and expanded Headquarters facility in the spring of 2002. Because of this move any work connected with a change in software, data conversion and staff training must be **completed by December 31, 2001.**

Each vendor is required to provide at least one detailed migration/implementation schedule. Each schedule must reflect a completion date no later than December 31, 2001. The required implementation schedule must be constructed assuming the use of server hardware already on-site at FCPL and no new or additional hardware.

Any other implementation schedule must be constructed assuming the use of vendor recommended new hardware to replace or supplement the hardware already on-site at FCPL. If the equipment on site at FCPL is deemed inadequate to effectively handle the vendor's product(s) the vendor will supply a detailed list of hardware upgrades including availability and costs that would be required to bring FCPL's equipment into compliance with vendor recommendations. This can include upgrades to FCPL's existing HP server or a completely new server. The vendor will provide detailed specifications of such hardware including, but not limited to costs and availability. The delivery and installation of this hardware must be included in the implementation schedule.

The vendor will base any recommendations on providing an end result system that will perform within the acceptable limits set forth by FCPL. The vendor must provide both a best-case scenario estimate of system downtime and a worst-case scenario estimate of system downtime for each implementation schedule that is submitted. Any implementation schedule submitted must include at least, the suggested

levels of staffing for FCPL and the vendor, how FCPL's circulation, database access privileges, etc. will be configured on the new system, conversion of bibliographic, item, authority, patron and circulation records, and any site preparation

The implementation schedules must include, but are not limited to test of existing data for conversion, conversion of data, migration of data, loading software, and training staff.

System Capacity Requirements

The proposed system must be configured to accommodate the following database sizes and transaction loads. The Vendor must describe the physical medium and data formats in which data files will be accepted and include any cost to prepare or load the library's existing machine-readable records in the cost section of the response.

	Initial Load	2002 Increase	5 Yr.Growth
Bibliographic Records	140,000 titles	+10,000	+40,000
Items (copies, volumes)	425,000 volumes	+20,000	+125,000
Authority Records	76,000 records		
Patron Records	72,000 records	+10,000	+30,000
Book Volumes Purchased Annually	50,000 items		+200,000
Serial Holdings	676	no change	+400
Community Information Data	850 records		1000 records
Annual Circulation	1,250,000 items	+70,000	+400,000
Staff PCs	65	+28	+50
OPACs	47	+36	+65

The library uses both OCLC and Brodart for current cataloging. MARC records are provided from Brodart on a weekly basis via an ftp transfer. Vendor must provide an easy to use interface to export records from both these utilities. Any additional costs for cataloging interfaces or exporting records from these utilities must be stated under Additional Costs on the Cost Proposal page.

The vendor's proposed system must be capable of supporting access by up to 80 simultaneous (logged on) users as of the initial installation and allow growth up to 200 simultaneous users (with the addition of extra user licenses, memory, and disk upgrades) without the need for replacement of host hardware or software.

Any vendor proposed software must be able to support FCPL's desktop computers that are at least Pentium II, 266mhz, 6.4gb HDD, 64mb RAM and run Windows 95b. All are equipped with either 10-BaseT or 100 BaseTX Ethernet adapters and are connected to an HP DeskJet printer or networked to an HP Linejet printer. Other peripherals in use at FCPL are various barcode readers and an HP Linejet console line printer. All FCPL cabling is Category-5 compliant.

The vendor must provide software that must run on Windows 95, Windows 98, Windows NT 4.0, Windows 2000, Windows Me and Windows XP. Optionally the vendor may supply client software for Linux, Windows CE, Palm-OS, and MAC OS.

Server Architecture

The vendor must support an open multi-tiered client/server architecture, which is portable and interoperable and which depends upon standards or where standards are lacking commonly accepted practices. The system is expected to redistribute data or logic from client to server. The system must be scalable to support a variety of configurations, including large LAN/WAN operations.

The system must be compatible with two or more common server operating systems such as HP-UX, AIX, Solaris, Windows NT/2000, True 64 and Linux. The system must also make use of an open database structure that may be accessed using Standard Query Language (SQL) such as Oracle, Sybase or SQL

Server. The database must not be compressed, it must be extensible and it may not be based on proprietary database software.

FCPL's automation system is currently run on an HP9000 K380 server under HP-UX 11.0. The server is equipped with a single 240mhz PA-RISC processor, 512 megabytes of RAM memory, four 9.1 gigabyte SCSI hard disk drives (with system "mirroring" in effect: total usable HDD capacity is currently 18.2 gb) and a single 10base-T Ethernet adapter. This server was purchased by FCPL in 1998 and is connected to an HP Linejet console/line printer.

The vendor must be willing to consider the use/reuse of the existing server hardware and will provide detailed specifications of any upgrades required for the existing system to run the vendor's product(s) in a manner acceptable to FCPL. The vendor will provide assistance to FCPL in selecting, procuring and installing those upgrades.

If for logistical or financial reason the vendor recommends replacement of the existing equipment, the vendor will provide detailed specifications and recommendations on that equipment. If requested, the vendor will provide assistance to FCPL in selecting, procuring, and installing such new equipment.

FCPL has the option of purchasing the hardware from the vendor, another source recommended by the vendor, or from another hardware source. For vendor supplied hardware or hardware supplied by a source recommended by the vendor, installation by a vendor Technician must include installation of all software and hardware.

The vendor also agrees to assist FCPL in obtaining trade-in value for any old server equipment not being used at the end of implementation.

Hardware Maintenance

The vendor must offer full maintenance for all software and hardware provided by the vendor. System parts must be made available on-site within 24 hours. The vendor must maintain an adequate supply of repair parts. Records of each maintenance visit or preventative maintenance visit must be kept on the vendor's network for reference. Any source for the purchase of hardware recommended by the vendor must provide the same maintenance requirements stated above.

Software maintenance must include all software enhancements offered as part of the standard system to future prospective customers. Any upgrades to the software purchased by FCPL must be offered to FCPL free of charge or as part of the software maintenance agreement costs.

The vendor must provide Help Desk support to FCPL. This Help Desk must be staffed during business hours and calls to the help desk must be returned within 2 hours. Telephone support must also be available 24 hours a day, 7 days a week for priority problems concerning software, hardware and the operating system. The vendor must be able to perform software problem diagnosis and maintenance by dial-in, Internet, or network access.

Warranties

The vendor must warrant that the system will operate in conformance with the proposal submitted in response to the specifications contained in this document. For one (1) year following delivery, the vendor will, upon timely notification, design, code, checkout, document and deliver promptly any amendments or alterations to the software that might be required to correct errors present at the time of system delivery and which significantly affect performance. Any hardware proposed will be warranted against defects in workmanship and materials, under normal use and service for a minimum period of one (1) year from the date of installation. The warranty must begin upon completion of the system installation and the initial onsite training.

Evaluation

A team of at least 5 FCPL staff will review and evaluate all proposals which are submitted by the time required and are presented in the format prescribed in this RFP. FCPL reserves the right to require vendors to provide a demonstration of their software before a contract is awarded. The evaluation will be

weighted 70% on the Technical response and 30% on the Cost response. The Technical evaluation will include compliance with system specifications, past performance on delivery and installation of proposed software, previous experience with similar public library installations, availability of the software and vendor staff for delivery during the specified time, functionality of the system, vendor qualifications, availability of vendor after software installation, training and documentation, ease of administration and installation of new enhancements.

FCPL may or may not select the vendor with the lowest initial purchase price.

Vendor Response

The vendor's response should be capable of being understood without reference to other documents. All responses must include, at a minimum all of the information requested in the Vendor Response, the System Requirements, Required Database Features and the Functional Specifications sections as well as the Systems Cost page. Vendors are required to answer all questions in this section as well as to respond to all numbered statements in this document using the key provided at the end of this section.

Cover Letter This letter will include the name and address of the firm submitting the proposal and the name, address and telephone number of the person(s) authorized to represent the firm during contracting.

Vendor Profile A brief description of the vendor's background, organization, staff, experience, and product line must be included in this section. Vendor should demonstrate financial stability and describe any outstanding litigation. The names and experience of the vendor's staff assigned to the FCPL project.

System Growth & Conversion of Data Vendor should describe how the proposed software would handle future growth of the FCPL, including additional workstations, volumes, patrons and system features. The vendor must also include information on what they expect FCPL to do to prepare our database for a satisfactory transition. The physical medium and data formats in which FCPL data will be accepted must also be included.

Licensing Issues Vendor must submit any software licensing restrictions, including maximum number of workstations (OPAC and staff), cost of additional licenses, and licensing issues for remote access (Z39.50 clients, remote PAC clients, etc.). How is simultaneous use with WWW connections monitored? What happens if the maximum number of licensed users is exceeded?

Implementation Schedule Vendor is to provide at least one implementation schedule for system installation outlining what will take place and the responsibilities of the vendor and the Library. Requirements for this implementation schedule are detailed on page two of this document. Vendor is required to provide all information outlined in the Implementation Section on Page 2 of this document.

Maintenance and Support Updates Vendor must describe their customer support policies including any free help lines, hours of operation, how customer support or help desk services are staffed and emergency service. Terms and cost of any available software maintenance agreements must be described in detail. The vendor must also state if a software maintenance agreement is not available for their product.

Information on the frequency of software upgrades must also be provided. What is the process for loading a software upgrade? Would it be done by FCPL or the vendor? In what form does FCPL receive the software (e.g. ftp or via a Web site). Are instructions for loading the software provided for FCPL staff? How often is the software upgraded?

If the vendor recommends the purchase of additional or new hardware they must state when (days and time of day) hardware maintenance will be provided. The cost of hardware maintenance must be included on the Cost Proposal page.

File Reorganization Does the proposed system require periodic file reorganization? If so, the vendor must explain this process. This explanation must include a list of any files that require periodic reorganization, the length of time the reorganization takes, and information about the availability of the system during this reorganization (e.g. can the system be accessed by PAC, staff and remote users). The vendor must also include a list of any indexes that will require periodic reorganization and indicate if the system is available to PAC, staff and remote users during the reorganization. If the system is available to users during reorganization will users experience any slowness in response time during this process? The vendor must also state if file reorganization and/or index reorganization is not required.

Backup The vendor must outline the routines they recommend for system and data backup. An estimate of the length of time required for each type of backup is also required. The vendor should use FCPL's database size listed in the System Capacity Requirements section.

Security Describe both client and server security and any known security issues, including vulnerability to denial-of-service attacks.

Documentation Describe any documentation that is included with the system and provide samples of this documentation. Vendor should also state if other additional documentation is available and the cost for that documentation.

Support of Other Languages The vendor must list the languages their system supports. The vendor must clearly indicate on the Cost Page any additional cost for these languages.

Brief Description of Each Module This section must contain a list of all modules and the functionality they provide. Vendor should note any special features their modules contain. The vendor should also state whether any modules require other modules in order to function properly.

The following information is also required for the following modules:

PAC Searching: The vendor must explain how their software performs searches, describe the search architecture, and indicate how many and what fields are searched for author, title, and keyword searches.

Holds: Vendor must explain how materials that are available in another location/branch can be placed on hold. Is a daily report available that lists these holds with available copies that could be printed by each location so shelves can be checked for available copies? Can FCPL elect to print notices for other holds, but not these holds?

Inventory: Vendor must describe the inventory process. What steps are involved? Is any special equipment necessary?

Acquisitions: If the vendor submits a bid for the Add Alternate for this module they must provide the number of templates that FCPL could establish with the proposed system. Can records be transferred between their Acquisitions module and Peoplesoft Purchasing and Accounting Software?

Community Information Database The vendor must provide copies of screens showing sample Community Information records and indicate what search terms a patron would use to search for these records. The vendor must demonstrate that it would be easy to distinguish Community Information records from book and other records if the vendor is recommending one database. A description of the process for generating a report of these records that can be used for mailing to organizations must be included. A sample of this report should also be included.

Self Check Systems, Automated Telephone Renewal and Book Security Systems The vendor must indicate if their software is compatible with self check out systems, automated telephone renewal list systems and book security systems and list each compatible system (e.g. 3M, Checkpoint, etc.). The vendor must also list which checkout receipt printers work best with their software.

Reports Vendors must describe the report generator. Of special interest is what reports are standard, can custom reports be made by the user, how easy is it to generate custom reports, how flexible is the report system, and is natural language queries used to build reports. Samples of standard and custom reports must be included.

The vendor must also provide copies of daily circulation statistics showing items circulated, number of holds, and number of items renewed and the amount of money collected for a day showing the total amount collected, waived, etc.

The vendor must also describe how the number of materials used "in house" is collected and reported. It is preferable if these statistics could be collected using hand-held portable barcode readers or barcode scanners attached to workstations. The vendor must also provide sample statistical reports containing information gathered in this manner.

Training The vendor must provide a detailed plan for training FCPL authorized staff. This plan must include the following:

A description of the training in all system functions for each of the functional modules
Specify what training is included with the system purchase and what training would be available at additional cost
Specify what training is on site and what training is off site
Specify the type of training (demonstration, hands-on, etc.) that will be used.
Specify the training/experience of the vendor's staff who will be providing the training. Provide names, training experience, job titles, and number of years as a trainer with your company.
Provide a general training calendar relative to system implementation and specify the number of contact hours of training that will be provided for each system component.

The vendor must also state in detail what training would be available for major system revisions. In describing the training the vendor must clearly state what training is included with the system purchase and what training is available at an additional cost.

Test Database FCPL is interested in the use of a test database during the migration and conversion process. This database would contain a small sample of patron, book and other records, and all modules being purchased by FCPL It would be used by FCPL staff to become familiar with the new system. The vendor must state if they can provide such a database and what if any additional costs are associated with this database. The vendor must also indicate if any additional hardware is necessary, what the hardware requirements are (memory, disk space, etc.) or if the database could be accessed via the Web.

References Vendor must submit a reference list of 50 libraries that have a minimum database size of 100,000 titles and currently installed and operating with the proposed system. Public libraries must be clearly identified as public libraries. Reference must include library name and address, name and address of contact person and the size of the system installed (e.g. the number of bibliographic records, the number of patron records).

The vendor must also submit the names of five references. These references must be library systems, preferably public libraries that are currently using the proposed system. The name of the library, name of a contact person, phone number, email address, date the system was installed, and size of the library's database at the time of installation.

Subcontractors The vendor must name any subcontractors that will be used in any way to fulfill the terms of this contract. The name of the subcontractor, address, nature of the service provided, and experience providing this service for the vendor must be stated by the vendor. In this section the vendor should list any agreements they have with other vendors (e.g. Amazon, Barnes and Noble, etc.) that will impact the installation of this system as a patron views it.

Configuration and Cost This section must include a complete breakdown of all costs associated with the proposed system, including software, any recommended hardware, data conversion, installation, training and maintenance. Costs for Add Alternates and for all optional modules recommended by the vendor must be listed separately. The vendor must also include any additional cost for software upgrades or revisions. The vendor must use the Cost Proposal Pages included in this document.

Response to Specifications The vendor is expected to respond to each of the numbered requirements in the following sections. The following codes must be used to respond to the numbered statements:

A = Available; feature is currently available in at least one installed system.
AD = Available with Deviation; feature is currently available, but differs slightly. Vendor must explain in detail on the exceptions page.
D = In Development; feature is being developed for release. State expected date of release.
P = Planned; feature to be implemented; not yet in development. Indicate expected date of release.
N = Not Planned; feature is not currently planned and is not expected to be added to the system.

Any exceptions the vendor has to anything required or stated in this RFP must be described in full in the Exceptions section of the Systems Costs pages.

System Requirements

Any system quoted by a vendor must be an integrated, client/server library automation system that currently supports the following basic functions:

_____ Bibliographic and Inventory Control
_____ Authority Control
_____ Cataloging/Database Management with Z39.50 client functionality
_____ Public Access Catalog
_____ World Wide Web Catalog Interface
_____ Circulation
_____ Serials Control
_____ Acquisitions and Fund Accounting
_____ Community Information Database
_____ Z39.50 compliancy for the server and all modules
_____ Report Generator
_____ MARC Bibliographic and Authority Record Import/Export Utility
_____ Materials Booking
_____ User request and information module
_____ Information gateway (WWW)

FCPL must be able to license and install all of the above modules or features or install them one at a time. The vendor must also quote and be able to provide all of the following products and services to the full extent required for successful system implementation and operation:

_____ Data Conversion
_____ Software (both operating and application)

_____ Software and Hardware maintenance
_____ Installation and database loading
_____ Training
_____ Documentation
_____ Hardware

A. **General Requirements**
The proposed system must have all of the following capabilities:

_____1. Require no additional purchases or local programming in order to become operational.
_____2. The system must be designed for optimum operation in a Web-based computing environment.
_____3. Use a client/server architecture. All clients must run under Windows 95 or better.
_____4. All system components must operate in a real-time interactive mode, providing the ability to create, update, maintain, and access all data for library materials and patrons in real time.
_____5. The system must be installed on a platform with sufficient processor, memory and disk storage, which in the library's estimation, ensure adequate response times.
_____6. Be fully online and have no dependency on an outside host computer for internal routing operations.
_____7. Have the capacity for future expansion to support double the number of simultaneous workstation users through the modular addition of storage devices, memory processing units, and workstations, without replacing any existing hardware and without any decrease in response time.
_____8. Provide for the input and output of bibliographic, authority, and patron data. All bibliographic and authority data will be in USMARC format.
_____9. Have the demonstrated capability of supporting, with one central computer configuration sharing a common database, Branch libraries each maintaining different delinquency criteria, fine calculation rules, loan period rules, patron databases and hold parameters; each different library's catalog must also be able to be hidden from the users of the other system; the Library must also be able to define an unlimited number of these agency-specific parameters.
_____10. Have the ability to concurrently run all application modules on the same hardware configuration without having to logoff and logon across modules and without system shutdown.
_____11. All modules must be graphical and accessible from any workstation through a login procedure.
_____12. All modules must be licensed for the server not the client.
_____13. Proposed system must be fully Z39.50 compliant for client and server and configured for full TCP/IP support. It must also easily interface with external databases such as those found on the Internet using TCP/IP and Z39.50 protocol.
_____14. The system must be capable of transparent functionality with Ethernet and TCP/IP compatible local area networks. The Vendor must be able to supply a list of at least 50 current library customers with a minimum database size of 100,000 titles that are available for Web-based PAC searching via the Internet.
_____15. Fully integrated, using a single common, catalog database for all operations and a common operator interface across all modules.
_____16. Hardware resources must be expandable to large networks including RAID, multiple processor computers and multiple servers or must be reducible to as little as a single workstation configuration.
_____17. The database engine must support mission critical database management with full auditing and rollback.

_____18. Protection for application, system and data files through the use of passwords or other security measures must be provided so that information critical functions cannot be performed without proper authorization.

_____19. The proposed software must include procedures and programs that enable rapid recovery from hardware or software failure.

_____20. Once configured by the library, built-in security protection for software modules and sub-modules must be invisible to the user; that is, password access must not be necessary at each level of software except when deliberately configured that way by the library.

_____21. The system must be configurable so that it does not even display on specific workstations the modules and sub-modules to which those stations do not have access.

_____22. If the system fails to function according to library specifications, the vendor will make necessary modifications, retest and reinstall software in a time period to be specified in the contractual agreement.

_____23. The system shall protect the central files from erasure or contamination.

_____24. The system must be able to operate 24 hours a day, 7 days a week, 52 weeks a year. The system must be available for staff and patron use while backup procedures are being performed.

_____25. The vendor must provide support service 24 hours a day, 7 days a week, 365 days a year. The vendor must provide direct access to its own support staff, and not use third-party staff, third party answering services or voice mail. Library access to vendor support must not be restricted to specific library-authorized staff.

_____26. Expansion, including additional features, modules, or hardware shall be possible without interruption to the programs already operational.

_____27. Software upgrades shall be requested by FCPL and supplied to FCPL in a self-installing form, preferably ftp download or an upgrade via a Web site. Instructions for software upgrades must be provided by the vendor before the upgrade is installed.

_____28. The system must be capable of reading FCPL's existing item and patron barcodes. With the addition of the Detention Center Library the software must also be capable of reading a second type of item and patron barcodes. (see Section K "Barcodes" for more detail)

_____29. The system must allow for unattended backup onto industry standard magnetic storage media. All backup operations should be completed via a menu-driven interface with no separate programs or knowledge of UNIX or other operating system software procedures required.

_____30. The system must be UNICODE-compliant and correctly display UNICODE-based fonts in the PAC.

_____31. A backup system for circulation must be available. All transactions on the backup system must directly feed into the main system and immediately update all files when it is again available.

_____32. No specialized console printing can be required.

_____33. The system must be able to support SIP2-compliant patron self-checkout stations.

_____34. The system must support workstations designed for patrons with special needs, including blind and hearing-impaired patrons.

_____35. Using a single type of printer, the system must be capable of producing: cash register-type receipts, statements of checked out items, receipts for checked in books, and copies of any patron account statuses available to an operator at checkout or check-in.

_____36. Any vendor proposed system must be capable of working with third party software.

B. Client and User Interface Requirements

_____1. Vendor must offer a choice of distinct client software for use in accessing and operating the proposed server modules, including, but not limited to:

____ a character-based client stored on the host computer for use by workstation or web access users, without the need for local client software

____ Windows staff client with a graphical user interface (GUI) designed for use on PC's running Microsoft Windows 95 or better.

____ World Wide Web (WWW) client that permits access to all public services offered by the library through standard Web browsers such as Netscape, Internet Explorer, etc.

____ Fully-integrated Z39.50 cataloging client supporting searching and capture of MARC bibliographic and authority records from any Z39.50 compliant server

____2. Any software proposed by the vendor must allow flexibility when designing screens. FCPL must be able to easily redesign any screen without programmer or vendor intervention.

____3. The system must enable an authorized library administrator to determine the exact text of help screens user-by-user.

____4. Help text must be available for each command. The operator must be able to request and receive context-sensitive help for the command in use with a single keystroke.

____5. An operator must be able to page backwards and forwards through the help text.

____6. The client must perform all edit checking of user input before sending input to the server.

____7. The client must control all attached peripherals, including barcode readers and printers.

____8. The software must accept input from devices such as barcode readers attached to a workstation.

____9. The initial logon to the system must set all privileges for all modules and must not require operators to change "subsystems" to perform a different set of commands.

____10. The system's modules must be aware of activities performed by other modules and of the data available to them.

____11. All commands must be available to an authorized user simultaneously, without the need to switch modules, menus or screens.

____12. Users must be able to compile and run reports at any time without significant performance degradation, including during backup operations.

____13. The vendor must provide Web-server access to all service requests placed by a specific customer. The customer may place service requests via e-mail, Web or by telephone.

C. **Network/Information Access Requirements**

____1. The system must be configurable to connect to the Internet and to other libraries and services.

____2. The system must include a PAC module that allows on or off site searching of the PAC with any standard graphical web browser (Netscape, Internet Explorer, etc.).

____3. The system must provide access to local URLs.

____4. Through the PAC module (with its Z39.50 client capabilities), a user must be able to search for materials among the collections of other library systems that have Z39.50 server support for their catalogs.

____5. The web client must be HTML based and may be customized/configured without vendor or programmer intervention or assistance.

____6. The vendor must provide an interface to the PAC that is WAP/WML enabled.

____7. The database must be manipulated using standard query language without using proprietary vendor software.

D. **Central Processing Unit (if new hardware is recommended)**

____1. The CPU, as well as other proposed equipment must not require any special environment. A normal office environment must suffice. The system's hardware platform must be tolerant of varying environmental conditions including ranges of temperatures (40 to 80 degrees Fahrenheit) and humidity (10 to 90%).

_____2. The CPU must be capable of supporting all functions of the fully integrated system, including expansion to accommodate libraries and modules that are not part of this bid.

_____3. The CPU must include a CPU processor, disk storage (potential capacity of at least 20 GB), *appropriate* backup device, UPS, power monitoring software, and diagnostic modem. Any other equipment considered necessary by the vendor must be stated separately from the above requirements and an explanation given for its inclusion.

_____4. The CPU must provide sufficient storage space for three years of normal growth (5% annually) for the database and modules specified in this document.

_____5. The vendor must provide software that automatically performs an orderly shutdown of the system when power is lost.

_____6. The UPS must provide enough power for several minutes of operation prior to beginning an orderly shutdown of the system. Although specified by the library, the time between power loss and the beginning of shutdown will not exceed 5 minutes.

_____7. The CPU must include an Ethernet port that may be connected to a TCP/IP Local Area Network.

Required Database Features

A. Bibliographic Files

_____1. The system must store MARC bibliographic records of the library's collection, providing efficient, complete access to the collection, and protecting the integrity of the database while providing the flexibility to import and /or export records from/to other databases.

_____2. Cataloging and database editing functions must be configurable so that they are available only from designated staff terminals.

_____3. Pre-formatted screens (templates) should be provided for local MARC data entry and editing. The library must be able to create any number of templates for its own use.

_____4. Automated error checking of local data entries for conformity to US MARC rules should be included as a feature of this module.

_____5. The system must accept MARC records from on-line bibliographic utilities.

_____6 The system must support electronic transfer of individual bibliographic records without changing or deleting fields in the US MARC format.

_____7 The system must detect duplicate records (bibliographic, authority and holdings records) being loaded to it and retain them separately for manual review.

_____8 The system must load full US MARC bibliographic records (virtually without limit to the record length)

_____9 The system must load brief US MARC records.

_____10. The system must provide a method for entering and verifying hypertext links.

_____11. Bibliographic records must be indexed for access from a variety of points, including personal names, corporate names, conference names, titles, parallel-titles, uniform titles, variant titles, series titles, subject headings (including cross-references), OCLC numbers, barcode numbers, ISBN/ISSN numbers, LCCN numbers, format and item level call numbers.

B. Database Files

_____1. The system must provide access to and maintenance of bibliographic and authority MARC record formats.

_____2. The system must be able to access multiple cataloging resource databases.

_____3. It must provide for manual keying of new (original) bibliographic and authority records into the database in US MARC format.

_____ 4. The system's database must be directly accessible to third-party printing and reporting tools such as Microsoft Word and Microsoft Access by using an appropriate ODBC driver or file format.

C. Authority File

_____1. The system must load, maintain and output a database of authority records in full US MARC authority format.

_____ 2. The Cataloging Module supports the same record creation, modification and deletion capabilities for authority records as for bibliographic records.

_____ 3. New authority records must automatically create all "see" and "see also" references for bibliographic records containing that authority heading.

_____ 4. The system must use existing indexed entries from bibliographic records for verification so that MARC authority records are only required for "see" and "see also" references and not for every heading in the bibliographic database.

_____ 5. The system must provide a method for differentiating between LC and non-LC authorities, and support multiple thesauri based upon the different listings from which authorities come including at least author, title, subject and LCCH.

_____ 6. The system must provide immediate, real-time indexing of all authority records added to the system.

_____ 7. The system must verify authority headings against existing bibliographic and authority entries in real time.

_____ 8. The system must display upon request a list of valid headings from the authority file when the heading keyed does not match an existing heading already in the authority file. Authorized staff must be allowed to correct and/or replace incorrect headings

_____9. All fields in the US MARC authority records, including the fixed and variable fields must be editable either individually or globally.

_____10. The system must automatically generate "see" and "see also" authority references as authority records are edited.

_____ 11. The system must accommodate authority records whether generated in-house or loaded from external sources including bibliographic utilities, Library of Congress, and others.

_____12. The system must allow records to be selected and reviewed by authority for verification of in-house and external sources.

_____13. Local entry and editing must be provided through formatted screens.

_____14 The system must allow authority files to be printed and/or downloaded in US MARC format.

_____15 The system must be designed to accommodate changes in the US MARC authority format and new national standards formats as they are developed (e.g. new format for LCCNs).

_____16. The system must link each heading in the library's authority files to each occurrence of that heading in the bibliographic file.

_____17. Users must be able to verify headings in a bibliographic record against existing authorized headings

_____18. Bibliographic records must be automatically re-linked to authority records when authorities are merged or changed.

_____19. The system must permit the operator to select a heading from an authority or existing bibliographic record list.

_____20. The system must update all occurrences of a heading in a bibliographic file with a single machine transaction.

_____21. The system must match incoming LC or other national standard authority records against the local file.

_____22. The system should allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record and record the source of that authorized heading or entry.

_____23. The system must provide reports that list headings used for the first time, invalid headings that should not have been used (matches "see"), cross references that are blind either because no record exists or because a record has been deleted, duplicate barcodes, and duplicate authority records.

_____24. Authorized records for headings and entries must include the source of authority, the date authorized or first used, the date of last revision, related "see," "see also," "see from," and "see also from" references.

_____25. The system must include "earlier/former," "later," and "broader/narrower" search term references that indicate relationships between two headings.

_____26. The system must store and index local subject headings. These headings must be searchable from authorized workstations.

_____27. The system must display references, scope notes, reference notes, and general information notes.

_____28. The authority file must be browsable to view adjacent headings and entries as well as the related entries and notes.

_____29. The system must display, upon request the total number of bibliographic records linked to a specific authority heading and individual bibliographic records linked to a specified authority heading.

_____30. The system must accommodate personal, corporate, and topical name headings in a name authority file, title, uniform title and series entries in a title authority file, and subject headings in a subject authority file.

_____31. The system must allow authorized staff to transfer a keyword, phrase or exact heading from an authority record to a bibliographic record and transfer a keyword or phrase from a bibliographic record to an authority record.

_____32. The system must allow authorized staff to use a keyword or phrase from an authority display in a search without retyping.

_____33. The system must check the operator's input against the appropriate authority entries for fields under authority control.

_____34. The system must enable an authorized operator to retrieve and display records flagged as unauthorized on-line at the workstation and print these records.

_____35. The system must allow an authorized user to modify authority control policies to include additional thesauri after initial installation of the system.

_____36. The system must not impose a limit on the number of "see from" and "see also from" headings that may be added to an authority record.

_____37. The system must be configured to have separate indexes for LC name and subject headings, NLM subjects, or other locally defined indexes.

_____38. The system must be configurable to accommodate a single authority index or the addition of multiple indexes.

_____39. The system must enable authorized staff to change default system values for thesauri at a later date.

_____40. The system must allow correction of incorrect headings by authorized staff.

D. Patron File

_____**1.** The information entered, stored and/or linked in the patron database must include, but is not limited to the following fields:

_____ title
_____ name (last, first and middle initial)
_____ permanent and secondary address
_____ city, state and zip code
_____ multiple phone numbers

_____ patron type or category
_____ date the record was created
_____ barcode number
_____ manual block field
_____ date record was last updated
_____ alternate ID number (PIN)
_____ issuing Branch library
_____ note field or free text field that cannot be viewed by the patron from remote access
_____ email address
_____ materials outstanding
_____ fines and fees owed
_____ hold requests
_____ date card was last used (last activity)

_____2. Patron information must be indexed by at least patron ID number, patron name, alternate ID number, zip code, and date library card was last used.

_____3. The system must be able to detect duplicate patron records. Duplicate checking must be possible on any library designated indexed field(s) within the patron record.

_____4. The system must allow patron records to be created, modified, copied and deleted by authorized staff.

_____5. Pseudo-patrons such as technical processing, bindery or even another library must be accepted as valid patrons.

_____6. The system must support an unlimited number of patron types (such as patron, staff, in-house, and books by mail).

_____7. The patron ID must be a unique identifying number to preclude duplicate records for the same patron ID.

_____8. The alternate ID (if there is data stored in this field) must also be a unique index, so entering a driver's license number or SSN in this field provides a double protection against duplicate patron records.

_____9. The system must provide coded fields and/or templates to expedite the entry of patron information. Codes entered must be verified against a list of existing codes to insure database integrity.

_____10. The system must allow for printing a specific patron record including all currently checked out items, holds and outstanding fines and fees, etc. This information will print continuously until the end of the information is printed and not one section (items checked out, fines, etc) per page.

_____11. The system must accept patron records in machine-readable form for initial database creation.

_____12. The system must permit the library to define the amount of patron information that can be seen from the main checkout screen and by patrons accessing their record from a PAC or remote login.

_____13. The patron file must be accessible by staff using the patron's surname, barcode or some other alternate identifier.

_____14. The system must allow authorized staff to browse, alphabetically by last name, through the patron database.

_____15. The system must allow staff to assign a new barcode to a patron when the old one is lost without otherwise affecting the existing patron record. The patron information and items charged to the patron from the old barcode must be linked to the new barcode.

_____16. The system shall allow authorized staff to execute global updates to subsets of the patron file, up to the full patron file.

_____17. The system must allow for easy retrieval and editing of a patron record from within the checkout mode.

_____18. Authorized staff must have the ability to delete a password or PIN in order to assist patrons who have forgotten their password or PIN.

_____19. Patrons must have the ability to change their password or PIN from a PAC, remote login or with staff assistance.

_____20. The system must allow the library to purge inactive patrons automatically according to Library-defined parameters (such as, date of last action and/or type of patron).

_____21. Patrons with items checked out, fines or blocks must not be automatically deleted.

_____22. The system must generate a report of patrons who met the deletion requirements but were maintained in the system because of conditions described in the item above.

E. Data Files for MARC and Item Records

_____1. The system must accommodate a labeled item record to uniquely identify copies or volumes of a specific title.

_____2. This record must contain a unique number corresponding to an optically scannable identifier such as a barcode.

_____3. MARC data may include monographs, government documents, serials, media pieces, or other types of material. Item records must be linked to an item-specific barcode number, fine level, material type, notes, call number (Dewey), series, and loan period.

_____4. Item records must also link to due date (if checked out), the last discharge date, number of circulations since a specified date, and holds against the item.

_____5. In the public access mode, item status must be automatically displayed to the user retrieving the record.

_____6. Holdings records for series and monographic sets must include a summary format as well as volume-specific and copy-specific data.

_____7. The system must automatically link item records to bibliographic records in real time, if appropriate copy information has been placed in specified USMARC fields.

_____8. The system must be compatible with a variety of barcode labels, including 3 of 9, and CODABAR, Code 39 barcode formats.

_____9. This record should contain a barcode, the shelf location, branch location, circulation status, statistical category, loan rule used, material format/ material class, item call number, circulation counter (e.g. total circulation count, circulation since library specified date), renewal counter, last activity date, note fields, last date returned, cost, and space for other library-defined fixed or variable length fields.

_____10. Item records must be variable in length, with a variable number of variable fields, which may be repeatable and allow for a separate call number in each item record. FCPL should also be able to specify additional new variable-length field and their display labels.

_____11. The barcode number and item call number must be indexed for direct retrieval of item records All other fields must be available for reporting purposes.

_____12. The system must provide for coded fields to expedite the entry of item information. Codes entered must be verified against a list of existing codes to ensure database integrity.

_____13. An operator must be able to create a temporary set of item record defaults to apply in batch editing/rapid updating of existing records.

_____14. If a value is undefined in the parameter table for a fixed field, it must not be possible to accept it and store the item record.

_____15. It should be possible to suppress the display of item records in the OPAC.

_____16. The creation of item records for materials on order without assigning a barcode to the item record must be allowed.

_____17. It should be possible for the library to specify up to *500* individual locations.

_____18. The system must support up to a five-character location code with up to 22 characters available for display in the OPAC.

_____19. It must be possible to create, edit and delete item records from a workstation.

_____20. It should be possible to delete multiple items efficiently by either keying line numbers or a range of line numbers, or by scanning barcodes.

_____21. It must be possible to create item records in serials as individual issues are checked in.

_____22. When issues with items are bound in serials, the system must automatically delete the individual item records and create a new item record for the bound volume at the operator's discretion.

_____23. The system must generate on demand a report, by individual library location if desired, that details those bibliographic records that no longer have item records attached.

Functional Specifications

A. Cataloging

The Cataloging module maintains the bibliographic database and authority control files in full MARC format. This module supports the creation, modification and deletion of bibliographic item and authority control records and accommodates indexing rules.

_____1. The system must provide the tools needed to catalog a record quickly and accurately. These tools include:

- _____ local access to a large copy cataloging resource pool
- _____ global, instantaneous subject and series authority control
- _____ immediate record availability from other system modules
- _____ full screen editing
- _____ ALA/US MARC character set forms
- _____ cataloging templates for original record entry
- _____ customized card and label printing
- _____ full cut-and-paste capability in the editor
- _____ accommodation of additional library –defined MARC tags

_____2. The system must maintain a bibliographic database in full MARC format. It must also utilize current MARC conventions for all material types, including the integrated MARC format. The proposed system must also support the full MARC standard for record lengths and field lengths: 100,000 characters and 10,000 characters respectively.

_____3. Except as defined by the MARC21 standard, the system must not place any limits on the total size of a MARC record or any given field, the total number of fields stored, or the number of occurrences of any given field. If so, provide a description of any limits.

_____4. The system must provide for global field changes to MARC records including specific subdivisions of authoritized headings regardless of their position. The global change facility system must also permit the user to make programmed global changes to any field in any other record type on the system, including patrons, items and course records.

_____5. The system must permit the cataloging system to be updated to reflect LC changes in bibliographic formats.

_____6. The system must be able to display all diacritics and special characters that appear in OCLC and LC records.

_____7. The system permits individual cataloging records to be updated.

_____8. The system must notify an operator, online, if a duplicate record is being added. Duplicate checking must be available on all indexed fields. The library must be able to specify the fields upon which duplicate checking will occur.

_____9. The system must accommodate the transfer of copy holdings (all item/volume records attached or selected item/volume records attached) to another bibliographic record by

clicking and dragging the information from one record to another. The undesired bibliographic record must also be deleted, if desired, as part of the transfer process.

_____10. Cataloging must import and retain all encoding levels of bibliographic records.

_____11. The system must accommodate batch loading of bibliographic records in the library's database.

_____12. Indexing must be done automatically as records are added to the database.

_____13. Cataloging must offer several views of a single record, including:

_____ FULL EDITOR: MARC display including all fields, sub-fields, fixed length field elements, indicators, and leader information (with or without fixed labels and/or lengths displaying).

_____ CARD VIEW" displays the full card set (one at a time) that would result from the record selected.

_____14. This module must provide for entry and indexing of the library's own call numbers.

_____15. All material formats within MARC bibliographic record(s) must be accepted and differentiated.

_____16. During loading, all fields (including fixed fields) and sub-fields must be retained so that records can be exported later in US MARC format without additional editing (fields or tags must not be stripped from MARC records).

_____17. All field and sub-fields must be editable.

_____18. Records must be modifiable without retyping the entire line or data field.

_____19. The system must accept all Roman alphabet characters and all non-Roman languages (if transliterated).

_____20. The system must not permit bibliographic records to be deleted if any other part of the system has activity related to it (e.g. there is a fine due on the item, a hold pending for the item, a copy is on order, etc). A message should alert staff to the reason the record cannot be deleted.

_____21. The system must be able to export all or part of the bibliographic database in full US MARC format without vendor intervention.

_____22. Bar codes should be validated by check-digit and number of digits by the software.

_____23. When supported by the appropriate hardware, the library must be able to generate a magnetic tape copy of its records in US MARC format.

_____24. The system must require appropriate operator authorization to maintain bibliographic and authority records.

_____25. The system must permit records in the database to be added, edited, copied and deleted.

_____26. The system must accept records from multiple MARC-based sources including OCLC, file supplied by vendors, such as Brodart, Z39.50 transfer of records, and CD-ROM products such as Bibliofile and Book in Print Plus.

_____27. The system must provide at least 100 MARC-defined work screens which may be modified and allow for the reuse of default bibliographic data.

_____28. In the Cataloging module, bibliographic records must be accessible by any and all of the search indexes available in the PAC. These records must also be accessible by other library-defined access points that might not be available in the PAC such as ISBN, OCLC number, or local system control number. Such access must be available from a single prompt.

_____29. The system must allow for a single standard number index that includes, but is not limited to, MARC fields 010, 020, 022, 024, 028, 037.

_____30. The system must allow for global changes to bibliographic or item records that do not necessarily involve headings in authority records.

_____31. The system must allow for the creation of work files through the use of a report generator or Boolean search capacity. The resulting file can:

_____ Be brought into the cataloging module for easy record updating.

_____ Be used with a rapid or batch update capability.
_____ Be used with a global change capability.
_____ Be used with a purge capability.
_____ Be used at any time in the future as a live file of editable records, reflecting the current information as retained by the system at the time of use.

_____32. The system must support multiple mapping tables for importing MARC records.

_____33. The system must be capable of outputting all, or any library-defined subset of, bibliographic records in MARC format. This report must be sortable by library defined fields.

_____34. When importing records via online or batch interface, the system must store and display only those MARC fields that contain data.

_____35. The system must allow for the "cloning" (copying) of existing bibliographic records for easy creation of new bibliographic records.

_____36. FCPL must be able to define the display order and field tags for brief and full bibliographic display.

_____37. It shall be possible to replace records that are incomplete with full MARC records using an overlay procedure without costing copy specific information. It should be possible to suppress the display of bibliographic records in the OPAC.

_____38. The system must have the ability to copy and paste MARC fields, as well as drag and drop them, from one bibliographic record to another.

_____39. The system must be capable of creating a report of bibliographic records, based on operator-defined search criteria and sorted by location and/or call number in the item record.

_____40. The system must collect cataloging statistics and generate detailed reports both online and in hard copy on demand. Time periods for these reports must be Library-defined.

_____41. The system must generate on demand a variety of lists, including: LC authorities, non-LC authorities, bibliographic and authority records added to the system during a specified time period.

_____42. The system must generate statistics on records added with breakdowns such as format, language, date cataloged, etc.

_____43. The system must provide a full screen editor for cataloging which allows movement across fields with cursor arrows, block and paste, block and delete, field delete, field undelete, word wrap, and field restore which returns a field to its condition prior to any editing in that session.

_____44. The full screen editor must expand the 008 and the 007 fields so that its constituent parts can be edited individually and the field then reassembled automatically.

_____45. The system must provide context-sensitive help related to MARC tag information, and also be able to validate automatically the MARC record, or any part thereof, for MARC encoding errors.

_____46. The system must support a master bibliographic record containing all call numbers, notes subject headings, etc. that may be required by different locations.

_____47. The system must enable barcode readers attached to workstations to b used to input data, such as item labels, into bibliographic records.

A1. Copy Cataloging

_____1. In addition to any MARC record loading utilities and interfaces to bibliographic utilities, the system must use the Z39.50 client for Windows to capture MARC bibliographic records and authority records and import them from OCLC and other Z39.50 compliant databases into the catalog editor ready for modification.

_____2. The system's Z39.50 client must be fully integrated with cataloging and authority control.

_____3. The system must with one keystroke be able to capture a MARC bibliographic or authority record from any Z39.50 version 2 or 3 server, and without any staff intervention or batch processing do the following:

_____ match imported records against existing catalog records based on library specified match keys
_____ notify the operator of any duplicates
_____ assign the call number to the incoming record
_____ allow the operator to replace a matching record with the imported record
_____ replace an on-order record with a full catalog record, without first requiring the library to assign a common match key to each record
_____ index the full text of the bibliographic record for keyword searching
_____ place the captured authority records editor ready for staff manipulation
_____ assign the format based on fixed field encoding.

_____4. The system must log to a printer all OCLC exports indicating whether the export overlaid or created a new record on the library's system.

_____5. Record overlay must not affect library-defined local fields.

_____6. The system must enable the operator to:

_____ save records to the review file one at a time, or in stated ranges
_____ view records stored in a review file using proposer's client software
_____ remove individual records from the review file
_____ duplicate records in the review file
_____ print records in the review file.

_____7. The system must run all imported records from OCLC against the authority files and generate a daily report of headings to be checked.

B. MARC Holdings Records

_____ 1. The system must support the US MARC Format for Holdings.

_____ 2. The system must maintain the US MARC Holdings Records on a separate screen, fully integrated with the MARC descriptive catalog record.

_____3. The system must display consolidated holdings based on the ANSI Z39.44 Serial Holdings Display format.

_____4. The system must display the full US MARC Holdings Record for staff displays.

_____5. The system must provide a full-record editor for manipulating, adding, editing and inserting any data, including fixed field information, within the US MARC Holdings Record.

_____ 6. The system must provide labeled forms for manual creation of US MARC Holdings Records.

_____7. The system must allow a US MARC Holdings Record to be associated with any descriptive catalog record stored in the system:

_____ MARC (monographs)
_____ Serials
_____ Other _____

_____8. For US MARC Holdings Records associated with serials, the proposer's predictive check-in system must automatically generate the US MARC Holdings Record.

_____9. The system must allow multiple US MARC Holdings Records to be associated, and seamlessly linked, to a single MARC descriptive catalog record.

_____11. The predictive check-in system in the serials module must automatically generate separate US MARC Holdings Records for each location within each library, and associate separate libraries and accompanying US MARC Holdings Records with a single MARC descriptive catalog record.

____ 12. The system proposed must allow searches within the PAC to be limited to the holdings of a single library.

_____13. The system proposed must be capable of importing existing US MARC Holdings Records from external sources.

_____14. The system proposed must be capable of exporting US MARC Holdings Records from the system in full US MARC format.

_____15. The system must enable an authorized operator to select records for export.

_____16. Import and export of all US MARC data maintained by the system must be possible without vendor intervention, or additional cost.

_____17. The proposed system must include a Z39.50 version 3 compliant catalog without additional charge.

C. Circulation Control

The Circulation Control module enables FCPL to track the circulation and availability of items within the system and to monitor patron delinquencies.

_____ 1. This module must be fully integrated with other system modules and features.

_____2. This system should interface with self-checkout systems and automated telephone renewal systems.

_____3. It must use the database maintained by the Cataloging module, so whenever a record is added or edited in Cataloging, it is immediately available to the Circulation module.

_____4. Patron information and "on-the-fly" item entries can be entered directly through the Circulation module.

_____5. The system must support separate circulation privileges by location and patron type.

_____6. The system must feature a single keystroke or mouse click for renewal of materials.

_____7. Check-in and checkout must feature a batch mode for multiple items.

_____8. The system must have independent fine rates and notice production by location and patron type.

_____9. Every patron's record must have a unique ID number that can be in the form of a barcode.

_____10. Circulation must provide for checking inventory status of items which are supposed to be on the shelf, quick access to title/item information for editing the record, and support for managing Hold materials.

_____11. The system must support a status of "claims returned" and " claims never checked out." These statuses must be recorded in the patron record. Information in the patron record should include a simple counter field for number of times claims returned have been made.

_____12. During the claims returned process, the system shall automatically update the Note field, without the operator having to input the following information manually: the date of the claim, the item number.

_____13. The system must contain a system of library-defined statuses that can be changed by any authorized operator without programmer or vendor intervention. There must be an unlimited number of statuses allowed.

B1. Circulation Control Parameters

_____1. The system must permit circulation parameters to be library or Branch specific, library item type specific and/or library patron type specific.

_____2. An unlimited number of patron types, item types, fine/fee types, locations, collection groups, and other codes must be supported without vendor intervention. A difference in any one of these elements can result in an entirely different type of circulation load being invoked.

_____3. The system must be flexible so FCPL staff can modify the information that controls due dates, grace periods, renewal and holding capabilities, fines, overdue schedules and content of overdue notices, replacement and processing costs, and fine increment information.

_____4. Loan rules shall provide options/control for:

- _____ daily loan periods
- _____ hourly loan periods with overnight/no overnight privileges and rounded to the hour
- _____ number of possible renewals
- _____ length of renewals
- _____ hold status
- _____ number and timing of overdue notices sent
- _____ text of each overdue, hold availability, and billing notice
- _____ grace period for fines
- _____ fine rates and time lengths (minimum must be 3 different rates and time periods)
- _____ default item replacement cost to be used when an item cost is not specified in the item record
- _____ processing fee
- _____ billing fee
- _____ text of message for adjustments (e.g. patron receives message with adjusted fine after return of lost book).

_____5. FCPL must be able to specify which kinds of materials (and how many of each) may be borrowed by which kind of patron.

_____6. Loan periods must be configurable for all combinations of item and patron types.

_____7. Fines and fees must be definable by FCPL, can be changed at any time and must include charges for photocopies, database searches, interlibrary loan fees, etc.

_____8. Loan periods and due dates must be calculated according to the type of borrower, type of material and library service hours allowing for holidays and hours library is closed.

_____9. The system must permit the parameters to be deleted, overwritten or copied by an authorized staff without programmer or vendor intervention.

_____10. The system must verify the patron and item record data against all tables as the records are created.

_____11. The system must allow for wildcard operators within each parameter to be used for groups of item types, patron types, or locations that utilize the same loan rules.

_____12. The system must include clear audible and visual signals that barcode labels have been read and the information accepted.

B2. Checkout Procedures

_____1. The system must calculate and display the new due date when items are renewed.

_____2. Loan periods ranging from hours to years must be allowed.

_____3. The system must permit the entry of the borrower and item identification, using a barcode scanner or keyboard.

_____4. The system must permit a check digit calculation to assure that the numbers have been accurately entered. The system must alert the operator visually and audibly when the barcode label is incomplete or incorrect.

_____5. Authorized staff must be able to access a patron's record by barcode entry, partial or full name search, or any other library-defined/system indexed access point.

_____6. The system must allow for searching of patron files or the bibliographic database without exiting the checkout function or interruption of the checkout process.

_____7. The system must permit the creation of a temporary "on the fly" record for items and permits circulation of materials which are not yet in the database.

_____9. The system must display on the checkout screen: patron name, patron barcode, item barcode, and due date.

_____10. Outstanding blocks with an explanatory message will automatically displayed when the patron record is accessed during checkout.

_____11. Automatic patron blocks must be possible for the following:

_____ too much money owed

_____ too many items checked out. The system must be able to distinguish different thresholds for different item types.

_____ library card has expired

_____ excessive overdues as defined by the Library

_____12. FCPL must be able to manually block any patron for library specified reasons via a single character code in the patron record. This code must be completely defined by the library with no intervention from programmers or the vendor.

_____13. The operator must have the option of printing a due date slip for the patron, from a receipt printer attached to the circulation workstation, which identifies the titles that have been checked out. The slip must include at least the following information: a heading with the library name and phone number, barcode of the item, short title of the item, patrons name or number and due date.

_____14. The system must provide the option of printing a single slip for each title or one slip that includes a list of each title checked out.

_____15. The system must transfer materials to special borrowers or other locations without counting these charges in the circulation statistics.

_____16. The system must check out multiple items with various due dates after entering a single patron identifier.

_____17. The system must list outstanding holds for a patron on demand.

_____18. The system must alert the operator if a patron barcode is entered when an item barcode is expected and vice versa.

_____19. The system must detect items that have not been checked in and audibly and visually alert the operator allowing for a check-in/checkout function.

_____20. From a standard checkout screen, with only one or two simple keystrokes/mouse clicks, the system must allow an authorized operator to:

_____ renew items

_____ search patron records

_____ update/edit patron records

_____ collect fines, either in full or any form of partial payment

_____ place a hold

_____ display a patron's fine account, fine history, claims returned history, hold list, overdue list, currently checked out list, interlibrary loans list

_____ search the patron file by any index point

_____21. The overdue list available to the operator at checkout must include a running total of accruing fines as of that minute.

_____22. The display of blocks and other patron transaction history shall be sortable by column (i.e. by due date, transaction location, transaction type).

_____23. The system must allow transfer between functions (checkout, renewal, fine listing/paying, overdue lists/accruing fines, holds/place a hold, edit patron record) without severing the patron link.

_____24. The system must permit the checkout of items with library-defined statuses (e.g. in circulation, lost, missing, etc.) without interruption.

_____25. The system must permit operator entered alternate due date to remain valid for the duration of the patron's transaction. The system automatically reverts to the default due date when a new patron barcode is scanned.

_____26. With only 1 or 2 keystrokes/mouse clicks, the system must allow an authorized operator to merge two patron records into a single account (a source record and a destination record). When performing this operation, the system shall merge all fines, overdues, holds, and related patron history into a single account. The system shall automatically update the notes field to indicate the source record and when the merge transaction occurred.

_____27. The system must automatically visually and audibly alert the operator in the event of a patron or item block. Such block must require operator acknowledgment before checkout can proceed.

_____28. All blocks must have the option to be overridden by an authorized operator. Overrides must be recorded in a special file for later review. Information in this file must include date, time, location, initials of the overriding staff member and patron name and number.

_____29. The system must automatically block the circulation of items that point to a non-circulating loan rule or which have a status of "In Library Use Only."

_____30. The system must check to see if an item is being held, blocking the checkout to all but the requesting patron if an item is in the hold file. The system must allow an authorized operator to override the block and checkout the item without altering the hold queue (patron for whom the item was trapped remains at the top of the hold list). Authorized staff must also be able to override this block, checkout the item and alter the hold queue (patron for whom the item was trapped is deleted from the hold list).

_____31. The system must support self-checkout.

_____32. There must be a batch checkout and check-in mode that does not stop for each fine transaction during check –in.

_____33. A method of auditing fee collection activities must be included in the software.

_____34. New patrons must be able to charge materials immediately upon receipt of their library cards.

_____35. An audible and/or visual signal must occur if a borrower is not registered or if a card's privileges have been revoked or blocked.

_____36. Circulation must automatically block checkout of materials to borrowers who have a library-specified number of items overdue, a specified number of items already checked out or who have unpaid fines/fees over a specified amount.

B3. Renewals

_____1. The system must allow renewals to be performed from a checkout screen without moving to a renewal screen. The same controls as exist for checkout must apply to renewals.

_____2. The system must display onscreen the original date of checkout, the item's location code, a brief title and the item barcode.

_____3. The system must allow the operator to renew all items or a specified list of items, including gaps such as items "1, 3-5," etc. The user must be able to select these items by pointing and clicking on them.

_____4. The system must allow for renewals without either the patron or item being present.

_____5. The system must allow for renewals by scanning item barcodes randomly. The system shall not require the operator to determine in advance the identity of the original borrower before proceeding with the renewal transaction. The system must then determine on an item-by-item basis, the patron possessing the material and whether to permit that renewal, based upon all standard, library-defined rules.

_____6. The system must block item renewal if the patron is delinquent, the title has a hold registered against it, the renewal limit has been reached, or an item is restricted in some other way.

_____7. The system must check borrower and item records for any exceptions during renewal.

_____8. The system must automatically calculate a new due date based on library set parameters for renewals.

_____9. The system must allow the renewal of overdue items without leaving the renewal function, but any fines due must be added to the patrons record.

_____10. The system must allow the operator to change manually the due date of renewed items.

_____11. The system must permit automatic online renewals by patrons from a PAC or by remote login.

_____12. The system must be compatible with automatic online telephone renewal systems.

_____13. The system must audibly and visually alert the operator of a patron or item block. The operator must acknowledge the block before the renewal can proceed.

_____14. All blocks must have the option to be overridden by an authorized operator.

_____15. The system must allow the Library to restrict the number of renewals that can be made by a patron according to patron or item type or the item's location.

_____16. The system must audibly and visually alert an operator when the item a patron is attempting to renew is checked out to a different patron.

B4. Check-in

_____1. The system must alert the operator audibly and visually when items checked in have one of the following statuses and require operator acknowledgment before proceeding with the check-in:

_____ on hold
_____ needs full cataloging
_____ lost item
_____ missing item
_____ not returned to correct location
_____ other library defined message
_____ belongs to another location.

_____2. The system must provide the operator the option of initiating a transaction print as a receipt for the patron.

_____3. The system must allow for a book drop type check-in that allows an authorized operator to set the date and time of check-in. In this situation, barcodes are scanned in bulk. The only screen display or audible signal is for returned materials with a hold, special note(s), owned by another location or needing full cataloging.

_____4. During check-in operations, the system must accommodate transactions such as "claims returned" or "claims never had," missing," and a variety of other missing status codes, and provide reports of items so identified.

_____5. The system must alert the operator audibly and visually with an explanatory message if the item being checked in belongs to another location. Options should include: check-in the item, don't check-in the item, check-in the item and set the status to In Transit, and don't check-in the item and set the status to In Transit.

B5. Circulation Control - Fines

_____1. The system must allow the Library to set independent parameters for fines, notice production, etc. Rates may vary according to location, item type, patron type or a combination thereof.

_____2. The system must allow an authorized operator to attach a special block or fee to a patron record for any reason. A free form text message may be associated with the block.

_____3. The system must clear patron records of fines by at least the following parameters. Cleared records may be purged.

_____ charges incurred before a certain date

_____ charges less than a certain amount
_____ specific types of charges only
_____ specific item locations only
_____ patrons of a certain type
_____ patrons in a library-specified file

_____4. Once patron fine records are cleared, such charges may be purged at the library's discretion.

_____5. The system must calculate and display fines at the time of check-in or renewal. Full or partial payment must be accepted at check-in or checkout.

_____6. The system must print receipts for fines paid showing date, time, amount, and items for which money was received and patrons name or barcode number

_____7. All patron accounting transactions must be date stamped.

_____8. The system must permit an authorized staff to waive or modify system assigned charges.

_____9. The system must permit an authorized staff to access online the patron's fine and payment record, itemizing the details of each item. Detail should include at a minimum: invoice number, type of charge/description, amount due, amount paid, and date of activity. In addition to the above, overdue charges should include the call number, author, title, barcode, date checked out, date checked in, date returned. Any and all exceptions should be described.

_____10. The system must maintain a daily record of fines or fees levied, fines or fees waived, fines or fees collected by agency and by collectors, and be capable of providing a cash box total by workstation for the purposes of balancing with a money drawer. Staff must be able to print this information.

_____11. The system must have the option, on a transaction basis, to check in materials without assessing a fine.

_____12. When displaying fine accounts on the screen, the display must be storable by any column on the page, including date, location, fine amount, and transaction type.

_____13. A patron's total fines and/or fees due must be accessible without paging through the fine payment history.

_____14. An authorized staff member must be able to view an individual fine in a patron record. The display should include, but not be limited to

_____ item barcode
_____ title
_____ check out date
_____ check in date
_____ fine amount
_____ data related to partial payment

_____15. The system must have the ability to keep a history of a patron's fine payments that includes the amounts charged, amounts paid and dates. This fine payment history must be stored for a Library specified period of time and authorized staff member must have the ability to print this fine/payment history.

_____16. A patron's fine balance when viewed from a PAC or from remote login must reflect the current balance due.

B5. Circulation Control - Notices

_____1. Notices generated by the system must include overdues, fines, bills, final bill (replacement) notices, recall, hold availability and hold cancellation, statement of charges, and statement of checked out items that are not necessarily overdue.

_____2. The system must allow an authorized user to produce notices from any workstation. These notices once ordered, shall be automatically produced by the system.

_____3. The automatic production shall include the patron-chosen notification format, whether paper, telephone message or e-mail.

_____4. The system must allow an individual branch library to elect whether or not to send fine notices.

_____5. The system must generate automatically on demand a final notice incorporating the replacement price of the item.

_____6. All notices must include the call number, item barcode, title and author from the appropriate item record and the patron's name or barcode number.

_____7. FCPL must be able to specify the sizes and formats available for notices.

_____8. The system must allow FCPL to determine the message text of all notices and to modify them at anytime without vendor or programmer intervention.

_____9. The system must permit multiple items (no less than eight on a single 8.5 by 11 sheet) to be included on a single notice.

_____10. The patron's record must store the amount and type of notices that have been sent to that patron.

B6. Circulation Control – Lost Books

_____1. The system must allow an authorized operator to change the status of an item from "checked out" to "claims returned," "missing," or "lost."

_____2. If an item with the status of "claims returned" or "missing" or "lost" is returned, the system shall allow the library to define whether or not a fine will be generated.

_____3. When a status is set to "lost," the system must allow an operator to elect whether or not to generate a bill.

_____4. The system must permit an operator to remove any and all statuses from the item record.

B7. Circulation Control - Holds

_____1. The system must allow holds to be placed by title such that the first available copy will fill the request and by item such that only a designated copy will fill the request.

_____2. The system must allow holds to be placed on items with a status of "on order." These items must automatically be flagged when they are through being processed, alerting staff of the existing hold.

_____3. The system must prevent a patron from placing a hold if the patron has any blocks. An authorized operator must be able to override this feature.

_____4. Staff, patrons at a PAC station, or remote patrons must be able to place a hold request for a title.

_____5. The system will only allow hold requests to be placed for items that are in the circulating collection.

_____6. A hold placed from any workstation, PAC or remotely must be immediately reflected in all system modules.

_____7. An unlimited number of hold requests must be maintained for a single title or item.

_____8. The holds queue must be displayable and printable for a title or item upon request from any staff workstation.

_____9. Patrons must be able to specify a date after which a hold should be cancelled.

_____10. The system must support copy specific holds or allow selection by location and media type.

_____11. The system must provide on demand a printed list of all titles on hold, with the number of holds for each item and title.

_____12. The system must alert staff that items are currently on the shelf or have been checked –in when holds are placed on those items.

_____13. The system must automatically cancel holds after the hold's expiration date has passed. This cancellation must not be dependent on running a special job or program to cancel the hold.

_____ 14. The system must also allow holds to be canceled manually by staff or by the requesting patron from a PAC station or remote logon.

_____15. The system must block a patron from placing multiple holds on a single item and title. Authorized staff must be able to override this block.

_____16. The system must allow the Library to set a threshold for the number of holds that a patron may have.

_____17. The system must allow for holds to be placed on items that are not checked out, but held at another Branch or location.

_____18. The system must allow for specifying any material format as not available for hold.

_____19. The system must not permit a patron to insert a recall command when placing her/his own requests.

_____20. An authorized operator should easily manipulate the hold queue. The system shall require no more than two keystrokes or mouse clicks to move a patron to another position. However, once the next patron in a hold queue has been notified of the availability of the item, that patron cannot be removed from the head of the hold queue.

_____21. The system must support patron-elected, automated, telephone, and e-mail notification systems for hold pickup notices.

_____22. FCPL must be able to set and change the automatic expiration date calculation for holds without vendor intervention.

_____23. The system must provide statistical records of holds placed, filled, not picked up, and not filled.

_____24. The system must audibly alert the operator when materials on hold are renewed or checked in. The renewal must then be blocked if holds are found. When this occurs the system must display, on the screen, the name of the patron placing the hold, the title of the item, the barcode number and the location of pickup. A notice should also be automatically be placed in the print queue to send to the patron.

_____25. At the point of check-in the system should allow a slip to be printed with the name of the patron the item is on hold for so that the slip can be placed in the book on the hold shelf.

_____26. The system must permit authorized staff to view online the patron record for whom a particular item is being held.

_____27. The system must produce notices, printed and e-mail, alerting patrons of held materials, including the pick-up location, the title of the item and the last date the material(s) will be held.

_____28. The system must monitor the length of time items sit on the hold shelf. If the time exceeds the number of days defined to hold, the hold must be canceled and at the library option, an appropriate notice sent to the patron. If there are other patrons in the hold queue, the system shall alert the operator in the identical manner as any other trapped hold.

_____29. The system must generate a "purchase alert" when the ratio of holds to the number of available copies and/or the number on order exceeds a Library-set threshold.

_____30. Holds must allow for pickup at either main or Branch libraries, and alert operator to the pickup location.

_____31. The system must allow holds to be placed by title such that the first available copy at any location will fill the request.

D. Public Access Catalog

The Public Access Catalog (PAC) module enables staff and patrons to access the bibliographic files of the Integrated Library System according to library specified parameters, via all system workstations, PACS and remote Web access.

_____1. The PAC module must be fully integrated with all other system modules and include the following:

_____ full cross-referencing
_____ graphical interfaces
_____ various search modes, from easy to advanced
_____ complete or partial word searches
_____ keyword searches (with Boolean logic operators)
_____ subject searches (with Boolean logic operators)
_____ search delimiters – publication date range, material format, etc.
_____ Internet access supported
_____ bibliographies

_____2. The system must provide full indexing for the PAC; i.e., all words in all fields of the bibliographic record must be keyword indexed.

_____3. The PAC must be Web-based and require only a standard Web browser (e.g. Netscape or Internet Explorer). The Web catalog shall not require a vendor-supplied specialized browser or client, either for the adult or children's catalog.

_____4. All bibliographic fields must be full text searchable; i.e., every word of the searchable fields must be indexed, allowing the user to choose keyword and/or phrase searching as appropriate.

_____5. All PAC displays including summary screens and bibliographic displays must be designed to be easily understood by users. Display contents must be modifiable by the library and easily changed without vendor intervention.

_____6. PAC users must be able to place holds and specify the location for material pickup.

_____7. FCPL must be able to block specific items from PAC searches.

_____8. PAC users must be able to build and sort a bibliography on the system and then save it by printing, downloading it to disk or emailing.

_____9. The PAC must automatically return to a "start screen" after a Library determined period of inactivity.

_____10. When the system detects more than one record that matches the search criteria, it must display a count of all the matches and a screen list of titles from which to choose.

_____11. Patrons must be able to view their own record, place a hold or renew items already checked out from any PAC workstation or when using the PAC remotely.

_____12. Actual wording of item status display should be modifiable by the library and (at the library's discretion) items with selected statuses, such as long overdue, lost or missing, should be configurable not to display at all.

_____13. Special versions of the PAC and help screens (children's, large print, etc.) should be configurable by the library.

_____14. Special interfaces, such as talking terminal or TTY interface must be available.

_____15. The PAC Web screen shall allow the library to define and insert automatic links to other library-selected content-provider pages, e.g. lists of book reviews, retail trade information, and book jacket illustration, etc.

_____16. The system must be Unicode-complaint and correctly display Unicode-base fonts in the PAC.

_____17. The PAC shall offer a minimum of 2 formats: public view and staff view. In the staff view, the system shall provide information about the bibliographic record as is available in the cataloging module including, but not limited to record number, creation date, revision counts, date of last modification, and record location code.

_____18. The PAC must be integrated with other subsystems (e.g. circulation, cataloging, etc.), i.e. the item display must include the circulation status, or order status, as appropriate.

_____19. The system must allow FCPL to define menus, summary screens and bibliographic and item record displays.

_____20. The system must allow the patron, through simple search queries, to determine whether items are owned, where they are located and whether or not they are available with the item's current status shown in real time. File reorganizations or overnight or other kinds of batch processing that are required for the system to reflect a change in an item's status are not desired and should be described in full.

_____21. PAC workstations must be restricted to "read only" in catalog holdings, status, and patron information.

_____22. The system must not use special labeled keys, derived search keys, or function keys as the sole method for searching.

_____23. The system must allow the patron the ability to jump backward and forward to any prior point in a search path without having to retrace the entire search.

_____24. The system must allow the patron to move from one bibliographic description to the next without having to return to a browse list to select the next title.

_____25. The system must automatically retrieve variant spellings (e.g., labor and labour).

_____26. The system must offer the user the option of turning a title or subject "browse" search into a keyword search without requiring the user to re-key the search terms.

_____27. Numbers in titles must display in correct numeric sequence as integers, rather than by ASCII sorting rules.

_____28. The cataloger must be able to program a new item delay, so that there will be time to shelve the item before it shows up in a PAC search.

_____29. PAC workstations must be configurable to prevent the user from exiting the PAC software by entering a library specified password.

_____30. The searched item must be highlighted in the retrieved records.

_____31. The user must be able to initiate a new search from any screen or click on the New Search "button" on the screen.

_____32. Users must be able to initiate new searches from a record on the screen by "lateral searching" or choosing the search terms from a record on the screen.

_____33. The system must include a library-defined list of stop words that will not be accepted as search terms. This list will be transparent to the user, and the system must prompt the user with appropriate suggestions when the user attempts to search with stop words.

_____34. The system must enhance searches by providing "see" and "see also" or "broader: and "narrower" references when appropriate.

_____35. The system must automatically adjust user's keyword searches when no records are retrieved in an attempt to provide a system response beyond a null set, re-executing the search by inserting a Boolean "AND" or "OR" between the terms, executing a truncated wild card search beginning with the first two letters of the first keyword and/or executing a truncated wild card search beginning with the first letter, plus "a" of the first keyword, proceeding through the alphabet until a hit is retrieved.

_____36. If no matches are found, the system must in addition to displaying a browse list, also retain on the screen the term or terms used in a search until the user enters another search term (allowing errors in input).

_____37. From the full record display, with a single mouse click, the system must have the ability to display books shelved next to the selected record in true shelf list order with an option to browse backwards and forwards through the index.

_____38. For each pre-defined location, the system must display holdings for a defined location first in an item –level browse list. Optionally, the system must provide the ability to display only the holdings for a defined location and no others unless the patron requests other holdings information.

_____39. Function logic and selection logic options must be consistent on all screens.

_____40. The system provides for library-defined mapping of MARC records to the PAC display, with full selection of the screen labels, as well as which MARC fields shall be included in each library defined label and index.

_____41. The system allows for definition of PAC display constants based on MARC tags and indicators.

_____42. All searches done by users must be logged automatically by the system, and the system must prepare reports that analyze these searches by location, by type, by time, by popularity of terms used, and produce a list of all searches that do not retrieve specific records matching what the user keyed. These reports must be available on demand in text and graph formats, and be printed or displayed to a workstation.

_____43. All records must be indexed and available in the PAC when added to the system in cataloging, from a bibliographic utility, or via a Z39.50-based transfer. All indexing shall be completed via online/real-time processing.

_____44. The system must allow the library to specify any MARC field or any identifiable portion thereof for inclusion/exclusion into any index to the database.

_____45. The subject index must index each subject subdivision individually (e.g., a search of "France" will retrieve all subject headings that include the term "France" regardless of its location in the complete subject term.)

_____46. The system should index a term regardless of how many times it occurs in the system including the keyword index. Any limitations on indexing terms based on their frequency should be described in full.

_____47. The system must have the option for workstations in branch or the Headquarters Library to display branch or Headquarters holdings first or only those holdings.

C1. PAC - SEARCHING

_____1. Patrons must be able to limit a search, either initially or secondarily, by year of publication (range of dates), publisher, language, item type, item category (e.g. mystery, fiction, nonfiction etc.), publication format, adult or juvenile, or location.

_____2. The PAC must support keyword searching of all title, name, subject, notes and selected number fields (individually, in combination, and/or across all fields) in the bibliographic record.

_____3. The PAC must display the number of occurrences of a keyword in the database.

_____4. Staff and patrons must have the ability to specify the fields to be searched.

_____5. The system must normalize searches so that results are not affected by upper and lower case, diacritical marks, use of upper and lower case letters, use of leading articles, minor variations in punctuation, or spacing.

_____6. The system must allow name, title, genre, and subject searches, with no requirement that users enter a full heading or derived search keys.

_____7. Keyword searching must allow for truncation (e.g. comput* would search for all variations).

_____8. Keyword searching should not have to be an exact match search. If no results are found, terms should be dropped in order to attempt to find results, favoring the most specific results.

_____9. When a user enters an invalid term, the system must display a readable message describing the cross-reference. The user must then be able to conduct that search by clicking on it, and without having to re-key the search.

_____10. The system must retain, on the screen, the term or terms used as a search argument for an inquiry against the database to allow checking for errors in input if no matches are found and to validate which terms were found in the system.

_____11. The system must have easy-to-follow, patron friendly prompts throughout the inquiry process.

_____12. The system must display on one screen without scrolling, the options for the next stage of a search process as each preceding stage is completed.

_____13. The system must allow string searches. That is, the system allows users to enter keywords without Boolean connectors and process a search as if Boolean connectors were used. For example, "United States Supreme Court" will retrieve records containing this specific phrase.

_____14. The system must allow multiple terms to be joined by using Boolean operators (e.g. AND, NOT, OR, NEAR, SAME, WITHIN, and ADJ) and linking operators (e.g. AND NOT).

_____15. The system must enable searching using relational operators (e.g. less than, greater than, equal to, less than or equal to, greater than or equal to and not equal to.

_____16. The system must permit browsing through the catalog by allowing users to enter the best available form of search arguments and then display index entries that are alphabetically close to the terms entered.

_____17. The system must inform the user of the number of records that satisfy the search specifications and display brief bibliographic data for them as specified. The user should then be able to page forward and backward through the individual records.

_____18. The system must allow the user to return easily via a single click to the browsing mode or the search mode, by using an on-screen button or the 'Back" button in the browser.

_____19. The system must automatically include "see" and "see also" references in the alphabetical listing of the authority forms in the authority list to direct the patron to the valid form.

_____20. From the display of one record, the system must offer the option of displaying related works.

_____21. The system must be able to display records for items with a status of "on order."

_____22. The library must have the ability to suppress the display of any title or copy while retaining the record in the database for staff display.

_____23. All searches done by PAC users must be logged. The system must generate reports that permit authorized library staff to analyze patron searches. Statistics on the types of searches patrons do and the time (hour of the day) when searches are performed should also be reported. These reports and statistics must be sortable by location.

_____24. Bibliographic records for the same title must display from newest to oldest.

_____25. The system must enable search nesting through the use of parentheses.

C2. PAC – Search Results

_____1. All searches must result in either the display of a record or a browse list. The system must not respond with a negative "no hit" message.

_____2. A title search that points to a single bibliographic record will display that record in full, including specific copy/holdings information *on the first screen.* The system must not display a title with a reference to the linked items, or a browse list.

_____3. A name search that matches a single name must display a list of that author's titles and not a browse list of authors.

_____4. The item status screen must display the call number, location and status without having to key a separate request for this information. Other item status information must be library-defined.

_____5. There must be an option to display brief bibliographic records, full bibliographic records or MARC records.

_____6. FCPL must be able to define the display order and field tags for the brief and full bibliographic display.

_____7. A title browse list must display location, call number, and shelf status or at the user's option, omit these details.

_____8. Item status information must display automatically with a bibliographic record. It must never be necessary to request status information as a second step after bibliographic information has displayed.

_____9. It must be possible to apply 'limit by' capabilities to search results with multiple headings by any field in the MARC record (e.g., limit all subject headings retrieved). Limit options should include at least the following:

____ language
____ material type or format
____ publisher
____ where the item is located
____ year of publication
____ nature of contents
____ juvenile materials

_____10. Search results from a keyword search must not return the same bibliographic record multiple times.

_____11. The system must not return a bibliographic record that has all attached items marked for suppression of display.

_____12. The system must allow the user to perform multiple limits on a single search, and to back up to a previous limit level in order to refine further a search query.

_____13. The system must have the option for search results to display only those titles held in the location from which the search was executed.

_____14. A patron must be able to easily repeat a search (via a pull-down menu) against another location or against the entire shared database.

_____15. The search strategy and number of hits returned by each search must be displayed.

_____16. The system must enable the user to page back and forth within the list of records retrieved by any search.

C3. PAC – Printing and Downloading

_____1. The PAC must permit printing from the screen. A full sheet of paper must be used.

_____2. Printing must be available either to a printer attached to the workstation or to a shared printer on the network.

_____3. When accessing a printer from remote terminals, users should be able to select their own printer attached to the remote computer.

_____4. The PAC must have a method of printer access control that prevents unauthorized printing or limits the number of citations printed, as determined by the library's policies.

_____5. The system should allow patrons to download information from the PAC to a disk or send it via the Web to their personal email account.

_____6. The number of pages that will be printed will be displayed before printing. The user will have the option to cancel the print job after the number of pages are displayed.

C4. Access to Other PACs and Databases

_____1. Accessibility to other library PACs, library-licensed databases, remote networks and the Internet must be available through the PACs, whether such stations are located in the library or remote.

_____2. The PAC must accommodate remote PCs via a web browser over the Internet. The system must use the same user interface and/or search strategies that are specified for local or remote public access workstations.

_____3. The system must provide a listing of accessible databases from the initial PAC screen.

_____4. When the user chooses to access a database through the PAC, the system should require the patron to identify himself/herself by ID number and optionally a PIN.

_____5. The system must use library-defined parameters from the patron database to determine whether this patron may be allowed to access the chosen database.

_____6. The system must maintain a complete statistical package describing the database usage counts, including time of day, workstation location, databases accessed and the patron types accessing them. The data for these reports shall be automatically compiled and saved by the system and be immediately retrievable by a browser-based, point-and-click, report generator.

_____7. The system must accommodate standard communications protocols and networks, in particular, Ethernet TCP/IP compatibility.

_____8. The system must provide for Z39.50 Client/Server interfaces. The system must have had a fully functioning Z39.50 module in current release and installed in libraries for the last ***four*** years. Alpha or Beta test sites are not considered valid fulfillments of this requirement.

_____9. The system should offer the ability to broadcast multiple Z39.50 searches at one time with the ability to view results by responding server.

E. Serials

_____1. The system must include the following capabilities:

_____ ordering
_____ check-in
_____ claiming
_____ routing
_____ fund accounting
_____ report generation

_____2. The system must provide the ability to search for serials records by at least title, variant title, call number, ISSN, publisher, vendor, location, uniform title, corporate author/title, conference title, linked title, keyword, subject, or bibliographic utility assigned number.

_____3. When the issue the operator has in hand is the issue that is expected, a single keystroke records the receipt.

_____4. With each check-in the system must automatically record the issue chronology, record the date received, record the number of copies received and claim any copies expected and not received and any issues skipped.

_____5. The system will predict issue chronology and enumeration based on a pattern entered in the control record by the operator. This pattern provides for up to four subdivisions in the enumeration.

_____6. Custom naming patterns can be also be established for each control record. For example, date (April 30, 2001), month (May), Season (Summer), and numeration (v.1 #3).

_____7. The system must allow modification of the expected receipt date information and the pattern at any time.

_____8. When checking in an issue, if the received issue is not the expected issue, but does conform to the predicting pattern, the system proposed must enable the operator to simply override the predicted number.

_____9. If the issue received does not conform to the predicting pattern (e.g. a special supplement), the operator can enter the issue designation overriding the prediction.

_____10. The system must have the ability to show gaps in holdings.

_____11. The system must be able to print listings of gaps in holdings.

_____12. The system must be able to distinguish among multiple copies from the same or different sources.

_____13. The system must support the check-in of multiple copies of an issue on a single check-in screen even when these copies are accommodated in separate records.

_____14. The system must be able to automatically summarize individual issue holdings into a consolidated statement of holdings.

_____15. The system must be able to display the enumeration and chronology of the most recent issue of a title recorded in the system on a copy specific basis.

_____16. The system proposed must detect duplicate orders for all formats and alert the operator.

_____17. For titles with a predictable pattern of enumeration and chronology:

_____ check-in of issues earlier or later than the next expected issue must be possible using a minimum number of keystrokes

_____ the operator must not be required to key any data into the check-in screen except to indicate the number of copies received when this more or less than the number of copies expected by the system

_____ check-in of issues earlier or later than the next expected issue must be accomplished by the operator keying adjustments to the expected issue information displayed.

_____ accept the change of pattern of enumeration or chronology by authorized operator

_____ be able to archive old check-in information and automatically create a new check-in screen

_____18. For titles that do not have a predictable pattern of enumeration or chronology, the system must function so as to require a minimal keying of data by the operator.

_____19. The system must be able to accept check-in data by scanning the barcode issue identification printed on serials, as well as by operator keying.

_____20. Recognition of overdue issues must be available regardless of whether or not the title is received on a paid subscription.

_____21. The system must maintain the following subscription information:

_____ copies and issues to receive for each subscription

_____ expiration of each subscription

_____ vendor for each subscription

_____ order record for each subscription

_____22. The system must support a variety of selection criteria for generation of multiple claims, including, but not limited to:

_____ claims to a specific vendor

_____ claims for issues that ought to have been received by certain dates

_____ all claims

F. Statistics

_____1. The system must provide separate and combined statistics and generate detailed reports both online and in hard copy for all locations.

_____2. At a minimum the system must collect the following statistics:

_____ total number of searches

_____ number of searches by type of search

_____ number of searches against each section of the classification schedule

_____ number of searches attempted in other databases

_____ help requests

_____ number of citations printed and/or downloaded

_____3. Statistical reports must be available describing utilization of the collection (or parts of it) to aid in new item selection, weeding, storage decisions, etc.

_____4. The system must also collect the number of times each item has been checked out. This figure must be sortable by location.

G. Reports

_____1. The system shall provide a wide variety of standard reports that are derived from data that the system automatically compiles. These standard reports should be generated on demand from menu options.

_____2. In addition to the standard management/statistical report capability the system must contain an easy-to-use report generator that does not require special training to use and is provided as a base element of the proposed system. Reports generated by this utility may not contain lists of dead reports, as they existed at the time of report compilation.

_____3. These reports shall come from a statistics set automatically compiled by the system, and retrievable, sortable, and produced by a point-and-click, Web based interface. This report writer facility shall be available externally to and in addition to the system's custom report generator.

_____4. The system must not maintain basic statistical information in item or patron records so that those records can be deleted/purged at any time without impacting on current historical statistics.

_____5. Patron statistical information may be obtained from a specific field or a combination of fields on the patron record (status, location, issuing agency, last activity date, etc.).

_____6. The following reports must be standard reports that are available without any customization:

_____ number of patrons currently registered, by patron, status, type issuing agency demographic data, and date the card was issued

_____ list of items by location and Library defined status (e.g. lost, missing, etc.)

_____ reports on overdue materials based on Library-selected parameters (e.g. patron type, number of days overdue, etc.)

_____ total number of bibliographic records and items in the database by location or library unit

_____ number and type of transactions by workstation

_____ list of items that have not circulated in a specified period of time

_____ list of items with "lost" and other statuses that are specified by the user

_____7. The system must be able to print by location and/or system wide and in shelf list order, reports of all items circulated less than a user specified number of times to facilitate collection weeding.

_____8. The system must be able to generate fiscal and year end reports. FCPL must be able to define its year-end.

_____9. The system shall produce a report, on demand, sorted by location and call number, for a specified call number range of records to facilitate collection development.

_____10. The system shall report an inventory of any portion of the collections, by scanning items on the shelves using a portable optical reader or by printing a report in shelf list order that includes all current statuses.

_____11. The system must generate reports that are library specific or include a defined set of locations.

_____12. The system must allow reports to be generated and printed at a central site or remotely.

_____13. The system must allow data to be collected and reports created and scheduled for different time blocks (hours, days, months, years), stations or locations.

_____14. The system must allow overdue item verification by generating a list of all overdue items in shelf list sequence by library location so that the shelves may be checked before overdue notices are sent. The system must provide for limiting this list to include only newer overdue items (FCPL specifies the number of days).

_____15. FCPL must be able to specify the number of overdue notices and reminders prepared and printed for each overdue notice. All overdue notices must show the date due, author, title, call number, and barcode number. This notice must also contain a free text space where FCPL can design what text the notice will include. The vendor must indicate how many lines and/or characters this free text space contains. _____

_____16. Overdue notice generation must be controlled automatically by library specified intervals between notices. The stored calendar of days of operation must be consulted by the system before overdue and other notices are printed.

_____17. The system must provide for the printing of billing and hold availability notices. Billing notices shall display the due date, author, title, call number, barcode number, cost of replacement, processing cost and other FCPL specified charges.

_____18. The system must provide for the electronic notification of overdue and billing notices, and hold availability notices.

_____19. Staff must be allowed to schedule printing of any notices or reports at any specified date and time including off hours in unattended operation after printer and stock have been aligned.

_____20. A report must be available that lists outstanding overdue items with a date to be specified by FCPL.

_____21. The system must be able to discharge long overdue items by declaring them to be lost and billing the borrower accordingly.

_____22. The system must allow for modification of text of all automatically generated notices after initial set-up without vendor intervention.

_____23. Authorized personnel must be able to generate printed lists of all of their delinquent borrowers, delinquent borrowers in a certain category (such as by patron type, or over a specified number a books).

_____24. The system must be able to suppress the production of overdue notices on items with missing, claims returned and other statuses specified by FCPL.

_____25. The system must enable an authorized user to produce lists and counts of serials issues checked-in, claimed, and/or to be claimed.

_____26. The system must enable an authorized user to produce a variety of statistical reports including number of serials titles, copies, issues checked in by period, claims issued by type, supplier, etc., and titles without current subscription.

_____27. On any database reports involving materials FCPL staff must be able to select items for inclusion based on any combination of bibliographic information and on any combination of control information (e.g. number of circulations, number of holds).

_____28. The system must enable an authorized operator to specify the starting date and time and ending date and time which the report is to cover on reports involving historical data.

_____29. The system must be able to print a report that lists items with a publication date older than a library specified date and also items published within a library specified range of dates to assist in collection weeding. This report would list the call number, title, date of publication and location.

H. Inventory

_____1. FCPL staff must be able to monitor the inventory status of any portion of a library's collection.

_____2. The inventory process must identify items accounted for in inventory checks, items found on shelf with a "non-shelf" status, incorrectly shelved items, and items which the database indicated were on the shelf, but were not found by the inventory scanning process.

_____3. The inventory date must be added to the item record for each item inventoried.

_____4. Inventory must also identify bar-coded items found on the shelves for which there are no item records in the database.

_____5. It must be possible to load the inventory results obtained by using an optical scanner into the system and have them compared against the database and transaction file of the library (circulation records compared with shelf list and items found on the shelves).

I. Detention Center Library Requirements

At this time the Detention Center Library is not automated. There will be no bibliographic or patron records to convert. FCPL staff will add these manually after the system wide automation is complete. FCPL expects all software modules to have the same functionality as for the rest of the system except where FCPL has chosen to turn off functionality for this location. The requirements of this facility are noted below.

_____1. Detention Center Inmates are not allowed access to the Internet. If the PAC for this location is Web based, access to anything but the PAC must be blocked.

_____2. Items held at other locations must be blocked from this PAC (only items owned at this location must show in this PAC). Also, items held at this location must be blocked from the PAC for the rest of the system.

_____3. The PAC must be icon or menu driven, use simple language, and be very user friendly and easy to use. Since many of the Detention Center inmates have low reading levels these factors are very important.

_____4. FCPL must be able to create several levels of Circulation user log ons. Some with only the ability to check materials in and out with no access to the patron database, fines and fees owed, items checked out or other circulation information.

_____5. Patron barcodes used for this location can be different from barcodes used in the rest of the system.

_____6. Reports of items checked out to a particular patron must be available to FCPL staff on a daily basis.

_____7. The software used for this facility must be the same software used for the rest of FCPL and loaded on the server at the Headquarters Library at FCPL.

J. Community Information

FCPL currently has a Community Information database that is separate from our main catalog and database. The following requirements must be met by all vendors:

_____1. The vendor must support USMARC Community Information format.

_____2. All search, information and help screens must be customized to reflect Community Information. For example, a search option would be "organization" not "author."

_____3. FCPL staff must be able to define display tags appropriate to community information. It must also be possible for FCPL to modify/customize Library-specified menus and displays without programmer or vendor intervention.

_____4. FCPL must be able to choose which USMARC fields appear on any displays. For example, the call number field would not appear since it does not apply to Community Information. Instead the contact information field (#270) would be displayed.

_____5. Vendors must support the 856 field. This field is used to provide links to the different organizations Web sites.

_____6. If a Vendor proposes that the Community Information database be integrated with the main database their software **must** allow a library patron to search only the Community Information database. It must be very easy for a patron to determine how to search the Community Information database. This could be accomplished by having Community Information as a separate menu choice, or a listed separately on the search options.

_____7. Community Information records must be created, edited and deleted following the same capabilities and procedures as bibliographic records.

_____8. It must be possible to date Community Information records (MARC field 501) and easily generate reports of records that need to be updated and/or verified. It must be possible to view these reports online or print them. If printed the reports should print one organization per page.

_____9. The system must allow all or parts of the Community Information database to be printed, downloaded to disk or displayed. For example, it must be possible to print a list of all the Lions' Clubs with contact information.

_____10. The system must be able to generate a report that prints the entire database, one record per page that is in a format appropriate for mailing to organizations for updating purposes.

_____11. The system must allow FCPL to choose which USMARC Community Information fields will be included in a record.

_____12. The Community Information database must be accessible through staff workstations and PACs.

_____13. The system must be enable FCPL to control different levels of access to the database.

_____14. The proposed system must enable authorized users to search the Community Information database by the name of the organization, subject headings, keyword, contact person, program/event and date file was last updated.

_____15. The system must also enable authorized users to use Boolean operators for searching.

_____16. It must be possible to search the Community Information database with the command structure used for accessing the online public access catalog and all other system modules.

K. Training

_____1. The vendor must provide basic training in all functioning subsystems for the independent operation of the system, including regular maintenance and troubleshooting.

_____2. The vendor must conduct all training on site. If this is not possible the vendor must specify where the training will be held and what additional costs are involved.

_____3. The vendor must provide instructors and all necessary instructional materials that may be required for effective instruction and training.

_____4. All training for all system functions must be hands-on.

_____5. The vendor will provide a practice-training database. Any additional cost for this must be clearly stated in the Additional Costs section of the Systems Cost page.

_____6. Complete system and applications documentation must be available at the time the system is installed. Software documentation must be provided in both hard copy (at least 2 copies) and machine-readable format.

_____7. The vendor will provide training and instruction for all major system upgrades/revisions.

_____8. The vendor must provide optional training for future FCPL authorized staff. Any additional cost for this training must be stated on the cost sheet.

_____9. Documentation updates for all manuals must be provided on a regular basis as enhancements, upgrades and/or changes are made. These updates may be sent to FCPL in hard copy or made available via the Web.

Barcodes

FCPL uses 3 of 9 barcodes. They are 14 digit barcodes with the last digit being a check digit. We use barcodes with one (1) as the first digit for patrons and two (2), three (3), four (4) and six (6) as the first digit for materials. When we migrated to VTLS in 1994 their system would only accept 10 digit barcodes where one (1) was the first digit of the barcode for materials and two (2) was the first digit for patrons. Since FCPL's barcodes did not meet either of these VTLS requirements they wrote a conversion program to allow our barcodes to work with their software. The conversion program changes our barcodes as follows:

Barcode Number	Converted Number
11982002221234 (patron)	2200222123
21982001114321 (materials)	1200111432
31982004443322 (materials)	1300444332

All materials and patrons currently in our database will have these converted numbers. Any successful vendor must be able to accept the full 14 digit barcodes when scanned into the system, but also link those 14

digit numbers to their converted numbers already in the system (stored as patron numbers in the patron database and numbers for items in the item database).

In addition we will also be automating our Detention Center Library when new software is purchased. The barcodes used for this system might be different from those used for the rest of the system. Any vendor software must be able to accept two different types of barcodes, one used only in the Detention Center Library and another used by the rest of FCPL.

Vendors must indicate if both of these conditions for barcodes are compatible with their software and list any additional costs due to these barcode differences in the Exceptions section on the Cost page.

_____1. The proposed system can accept 14 digit barcodes scanned into the system and 10 digit barcodes stored as patron and item numbers.

_____2. The system will accept two different types of barcodes used for FCPL, one for the Detention Center Library and another for the rest of the system.

ADD ALTERNATES

The modules covered in this section may or may not be included in any final contract. Vendors can bid on any or all of these modules, but each bid on a module in this section should be separate from the bid on the main section. A cost for each module in this section must be listed separately. FCPL reserves the right to purchase some, all or none of these modules.

I. Acquisitions and Fund Accounting

_____1. The Acquisitions Module must be fully integrated with other system modules and must include purchase management, invoice management, fund accounting, reports generation, electronic ordering, canceling orders, reordering and claiming.

_____2. Changes made from within the Acquisitions Module shall be reflected throughout the database.

_____3. Each order record must be automatically and dynamically linked to a bibliographic record.

_____4. Data stored in the acquisitions file shall include but not be limited to:

- _____ bibliographic information
- _____ acquisitions type (gift, approval, etc.)
- _____ status
- _____ Branch, copy, or fund information
- _____ invoice information
- _____ vendor information
- _____ accounting information
- _____ requestor
- _____ destination
- _____ instructions to vendor
- _____ internal processing instructions
- _____ estimated price
- _____ receiving information

_____5. The system shall be capable of retaining all information online for a specified period not to exceed three years.

_____6. The system must provide for all information that is no longer needed to be archived to magnetic media.

_____7. The system shall accommodate the following acquisitions types:

- _____ prepaid
- _____ gift
- _____ lease
- _____ membership
- _____ rental
- _____ purchase

_____8. The system shall accommodate the following order types:

- _____ approval plan
- _____ pre-paid
- _____ standing order
- _____ membership
- _____ blanket order
- _____ new order
- _____ added copy
- _____ subscription
- _____ replacement

_____9. The system must automatically check for duplication based on any indexed field, including title key, at the library's discretion. Changing fields for duplicate detection must be a local choice not requiring vendor or programmer intervention.

_____10. If a duplicate exists, a message must be displayed and the order temporarily held until authorized staff releases it.

_____11. To facilitate order entry, a large amount of data must be 'defaulted' into a template so it is unnecessary to key the same information repeatedly. The vendor must state how many different templates the library has the option of establishing and maintaining.

_____12. The system shall prohibit the assignment of duplicate order numbers.

_____13. The system shall display the appropriate screen format and prompts for bibliographic information to be entered or copied from other lists.

_____14. The system shall be capable of holding orders for later review and release by authorized staff.

_____15. The system must be able to send orders electronically.

_____16. The system shall be capable of loading vendor supplied MARC bibliographic data from various sources (e.g. FTP transfer, diskette, Z39.50 transfer).

_____17. The system must allow for a variety of order statuses, including but not limited to:

_____	on order	_____	claimed
_____	serial on order	_____	cancelled
_____	partially received		

_____18. It must be possible to generate reports for any status with specified date ranges.

_____19. The acquisitions record shall contain a cumulative status information element to provide history of the order.

_____20. The system shall be capable of accepting new bibliographic information about a title at any time after order placement or when its receipt is recorded.

_____21. Each change to a fund must be recorded by the system and include the fund affected, change made, date of the change, and individual making the change.

_____22. The fund file must include the amount budgeted, the amount encumbered, expenditures year-to-date, any uncommitted balance, and any adjustments. The system must also allow the creation of up to four levels of nested fund accounts.

_____23. The fund file shall be updated automatically to indicate file encumbrances and debits as a result of actions on the acquisition file.

_____24. During the encumbering operations, the system shall allow the operator to encumber automatically at a pre-determined vendor discount to create more accurate fund balances. For example, if the vendor normally allows at least 10% discount, than an operator keying in a $10.00 order for that vendor shall encumber $9.00.

_____25. The fund file shall be updated online as transactions are posted. The system will also allow manual adjustments by authorized users.

_____26. The system shall provide a warning alert of fund balances when the level of an encumbered fund reaches a library-specified value.

_____27. The system must have the capability to print reports of fund accounts or display them online. These reports must be accessible from within the Acquisitions Module or from a series of Web-browser-based, point and click reports.

_____28. The system shall report the number of items and titles received against a particular fund over a specified period of time.

_____29. The system must have the capability to accommodate periods during which items are still being received against the previous year's appropriation, giving the library the option as to which year's appropriation to use.

_____30. The system must be capable of calculating average annual costs for categories of materials by type and fund.

_____31. Fund accounting must adhere to GAAP (generally accepted accounting practices).

_____32. A formatted screen with appropriate prompts shall be provided for entry of vendor data.

_____33. The vendor file shall include fields for vendor name, contact name, order address and remittance address, telephone and fax numbers, vendor account number, email address, and library-supplied number of days after which claims are made.

_____34. The system maintains in each vendor record a list of all the invoices that have been paid to that vendor, showing the invoice number and date, and the amount and date paid.

_____35. On order information must automatically be updated when the item is received.

_____36. The system should have the ability to automatically create item records for multiple copies during the receipt process.

_____37. When receipt of an item is recorded and payment posted, the system shall automatically update all files, including vendor and financial files.

_____38. The system shall be capable of handling receipt of items with invoices and items without invoices.

_____39. The system shall accommodate credits, refunds, and partial order payment.

_____40. An acquisitions record shall be accessible online through at least the purchase order number and date, main entry, title, subtitle, series title, conference title, keyword(s) in title, LC card number, ISSN/ISBN, and SuDocs number/GPO stock number.

_____41. The system must allow an individual library to elect to automatically display the bibliographic record and the order record information (number of copies ordered, the collection ordered for, and the date) in the public catalog.

_____42. The system shall permit the recording of holds against titles on order and in process.

_____43. Staff must be able to search all on-order records before creating acquisition records from within the Acquisitions module.

_____44. The system must allow separate copies of selections to be charged to different fund accounts.

_____45. Staff must be able to order duplicates of materials already in a library's collection, on-order, or in process for a library.

_____46. Any staff with the proper security privileges must be able to override in all accounts.

II. Children's Catalog

_____1. The proposed system must have an icon-based PAC for children with sets of icon (photo or graphical) and preconfigured searches of interest to children developed by library professionals. The searches should have the following characteristics:

_____ performed on "live"data

_____ search results must be fully integrated with the library catalog and display full item information, including location and availability

_____ search results can be exported to a file, printed, saved to disk or sent to an email address

_____ patrons or staff can places holds on items displayed

_____2. FCPL staff must be able to design custom pre-set searches to retrieve the best results for standard topics such as science projects, crafts, or specific holidays. Authorized staff must be able to assign appropriate icons to these FCPL designed searches and search results should have the same characteristics as listed in number 1 above.

_____3. The display of specialized bibliographies, such as *Suggested Summer Reading*, must be permitted. Assignment of icons must also be permitted for these specialized bibliographies and the search results should have the same criteria as other searches.

_____4. The children's PAC must have full PAC capabilities and be fully integrated with other system modules and be accessible from all PAC and staff workstations.

_____5. The system software must come with a full set of icons for this module. Additional icons must also be easily added by authorized staff without vendor or third party involvement.

_____6. The system must index children's subject headings separately.

III. Meeting Room Booking

_____1. The system must enable authorized staff to book any FCPL meeting room to any user, subject only to policies established by FCPL.

_____2. The proposed system must support a booking record including at least the following:

_____ user ID

_____ location or Branch Library

_____ date created

_____ date last booked

_____ equipment needed

_____ current bookings

_____ date needed _____ total bookings
_____ days needed

_____3. The system proposed must allow meeting rooms to be booked up to one year in advance.
_____4. Before allowing staff to book a room, the system must check the calendar to ensure that the date is free.
_____5. The system must allow a booking confirmation letter to be created and sent to the user.
_____6. A calendar must be on the PAC so patrons can determine what dates meeting rooms are available and/or already booked.
_____7. The system must allow authorized staff to cancel any booking at any time.
_____8. The system must enable authorized staff to generate and print reports. These reports shall include:

_____ number of time each room was booked in a library specified period of time
_____ number of bookings that were cancelled
_____ lists of selected or all users with bookings for any library specified period of time

IV. Enhanced Searching and Patron Tools

_____1. The system should provide a single point from which patrons can do simple or complex searches. Multiple sources such as, the FCPL catalog, other Maryland public libraries, Internet search engines (e.g. Yahoo, Google), third party databases (e.g. Infotrac) will be available for searching. Patrons can choose where they want to search.
_____2. Patrons can elect to be notified when materials by their favorite author(s) have been ordered and/or received. The system will allow notification by email, print or telephone.
_____3. From the FCPL PAC, patrons can search third party vendors (e.g. Amazon, Barnes & Noble) for materials and purchase them online.
_____4. The system will provide patrons with information on all of the following:

_____ a list of what others are reading
_____ best seller lists
_____ library announcements
_____ book reviews
_____ book jackets or covers
_____ annotations for books and other materials
_____ author biographical information

_____5. The system will provide the ability for users to see more titles similar to the ones they have already retrieved.
_____6. FCPL patrons will be able to set up a profile of his/her individual searching and interest preferences.
_____7. The system will provide additional information about selected titles. This additional information should include, but is not limited to author biographies, book reviews, summaries, tables of contents and book covers.
_____8. The system will be able to suggest additional topics or titles to users. This feature will be available to patrons with a single mouse click or keystroke.
_____9. The source of any search results will be clearly displayed and attributed to the source.
_____10. Search results should be rated according to relevancy.

SYSTEM COSTS

Vendors must include all costs necessary for successful conversion and implementation of the system they are recommending. If more space is needed additional pages can be used. These pages must be clearly marked with the same headings used on this cost page.

SOFTWARE

Any software required for the successful operation of the recommended system must be included. Vendors should quote software prices for 80 simultaneous users or 150.000 titles.

Modules or Name of Software	Cost

Any other software that is required to successfully run the system and exceptions, information or notes about the software must be listed below.

Software - Subtotal _____

Data Conversion and Loading

Preparation and Testing of FCPL data _____

Conversion of: Bibliographic Data _____

Item Data _____

Patron Data _____

Authority Data _____

Serial Records, Check in screens,

& Holdings screens _____

Circulation Transaction Data _____

Other Conversion Costs _____

Exceptions, notes and other information regarding data conversion and loading:

_____

_____

_____

_____

_____

Data Conversion – Subtotal _____

System Installation

Vendors must include any costs to setup, profile, install and load software and data.

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

System Installation – Subtotal _____

Training

Vendors are required to list the number of days of training required or recommended, the subject and /or focus of the training (e.g. cataloging, PAC, circulation), and the cost for each. Any cost for additional/optional training must be listed in the Additional Costs section and clearly identified as optional training costs.

Training for Functional modules:

# Days	Subject	Cost
_____	_____	_____

Training for Systems Administrators:

# Days	Subject	Cost

Location of Systems Training: _____

Any other training Costs:

Training – Subtotal _____

Hardware

Vendors must describe all hardware recommended for purchase. The description must list all specifications for the recommended hardware (e.g. disk space, memory, etc.). Costs for recommended hardware can be itemized (cost for each part/piece listed) or a total price for all recommended hardware can be listed. Costs for delivery and installation must be included.

Upgrades to Existing Hardware:

_____ _____

New Hardware:

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

Hardware Maintenance Costs _____

Terms:_____

_____

Vendor can provide assistance in obtaining trade-in for Existing HP9000 server? (Required if vendor is recommending additional hardware.) Yes_____ No_____

Exceptions, notes and/or other information regarding hardware:

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

Hardware – Subtotal _____

Software Maintenance

Maintenance Cost _____

Restrictions: _____

_____

_____

_____

Maximum number of workstations or users:

_____

_____

_____

Additional Costs

Vendor must state if any of these costs are essential to the successful operation of their system.

Type	Essential	Costs
Documentation	_____	_____
Training Database	_____	_____
Self Checkout Systems	_____	_____
Automated Telephone Renewal	_____	_____
Software Upgrades	_____	_____
Other Costs: _____		_____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

Add Alternates

Acquisitions & Fund Accounting _____
Children's Catalog _____
Meeting Room Booking _____
Enhanced Searching & Patron Tools _____
Exception, notes and/or other information regarding Add Alternates:

_____

_____

_____

_____

_____

_____

_____

_____

Exceptions

PROPOSAL TERMS AND CONDITIONS

RECEIPT AND OPENING OF PROPOSALS

Separately Sealed Technical and Cost Proposals for service as required by the Board of Frederick County Commissioners, and as set forth in the following specifications and/or proposal form prepared under the direction of said Board of Frederick County Commissioners, will be opened and publicly acknowledged in the office of the Purchasing Director, Winchester Hall, 12 East Church Street, Frederick, Maryland 21701, unless otherwise noted, on the day and hour (local time) stated herein. The person, firm or corporation making such proposal shall submit Technical and Cost Proposals in separately sealed envelopes to the Purchasing Director, or his duly designated representative, at the place herein mentioned on or before the hour and day stated herein, and the envelopes shall be endorsed on its face with the name of the person, firm or corporation making such proposal, the date of its presentation, the title of the services, and whether it contains the Technical or Cost Proposal, for which such proposal is made and the Request for Proposal number. The Owner reserves the right to reject any and/or all proposals, to consider informal all proposals not prepared in accordance with instructions, or to waive any such informalities. Any proposal may be withdrawn and resubmitted prior to the opening of proposals. After a proposal has been opened it may not be withdrawn for a period of ninety (90) days.

TIME FOR RECEIVING PROPOSALS

Proposals received prior to the time of opening will be securely kept unopened. The Purchasing Director whose duty it is to open them will decide the specified time has arrived, and no proposal received thereafter will be considered. No responsibility will attach to the Purchasing Director, or his representative, for the premature opening of a proposal not properly addressed and identified. Unless specifically authorized, telegraphic proposals will not be considered. The Board of Frederick County Commissioners assumes no responsibility for the timely deliverance of mailed proposals.

AWARD OR REJECTION OF PROPOSALS

The Board of Frederick County Commissioners reserves the right to reject any and/or all proposals and to waive any informalities in proposals received whenever such rejection or waiver is in the best interest of Frederick County. All Instructions, Conditions and Provisions contained within the proposal document must be adhered to. Failure to comply with an Instruction, Condition or Provision shall be deemed reasonable cause to disqualify any proposal. The Board of Frederick County Commissioners also reserves the right to reject the proposal of a firm who has previously failed to perform properly or complete on time contracts of a similar nature or a proposal of a firm which investigation shows is not in a position to perform the contract. The Board of Frederick County Commissioners also reserves the right to award the proposal within ninety (90) days from the date of the opening.

QUOTATION

If required, the firm shall insert the price per stated unit and the extension against each item in the proposal form. All proposals shall be made in accordance with form of proposal.

TAXES

No charge will be allowed for Federal, State or Municipal Sales and Excise Taxes from which Frederick County is exempt. The proposal price shall be net and shall not include the amount of any such tax. Exemption certificates, if required, will be furnished on forms provided by the firm.

The following tax-exempt numbers are applicable on this proposal:

FEDERAL EXCISE TAX EXEMPTION: 52-6000943

STATE TAX EXEMPTION: 3000118-5

PURCHASER'S RIGHT OF SELECTION

The Board of Frederick County Commissioners reserves the right to reject any and/or all proposals in whole or in part, to make partial awards, to waive any irregularity in any quotation, and may reject any proposal that shows any omissions or alterations of form, additions not called for, conditions or alternate proposals, and may make any such award as is deemed to be in the best interest of Frederick County.

BILLING AND PAYMENT

Each bill shall carry the purchase order number of the Board of Frederick County Commissioners. Payment will be made as outlined in the Scope of Work. All invoices will be paid within thirty (30) days unless any item thereon is questioned, in which event payment will be withheld pending verification of the amount claimed and the validity of the claim.

RESERVATION AND ANNULMENTS

The right is reserved by the Board of Frederick County Commissioners to reject proposals for any and all of the items, if in its judgment the interest of the County is not being served.

The Board of Frederick County Commissioners also reserves the right to annul any contract if in its opinion there shall be a failure at any time, to perform faithfully any of its stipulation, or in case of any willful attempt to impose upon the Board of Frederick County Commissioners, workmanship inferior to that required by the contract and any action taken in pursuance of this latter stipulation shall not affect or impair any rights or claims of the Board of Frederick County Commissioners to damages for the breach of any covenant of the contract by the contractor.

Should the contractor fail to comply with the conditions of this contract or fail to complete the required work within the time stipulated in the contract, the Board of Frederick County Commissioners after proper notice reserves the right to purchase in the open market, the required service at the expense of the contractor. Should the contractor fail to complete the required work included in this contract, the Board of Frederick County Commissioners reserves the right to withdraw such required work from the operation of this contract without incurring further liabilities on the part of the Board of Frederick County Commissioners thereby.

COMPLIANCE WITH SPECIFICATIONS

The firm shall abide by and comply with the true intent of the specifications and not take advantage of any unintentional error or omission, but shall fully complete every part as the true intent and meaning of the scope of services as decided by the Purchasing Director, and as described hereinafter.

CONTRACT

The proposal with respect to all items accepted and all papers accompanying the same, the scope of services, and other papers and documents referred to in any of the foregoing shall constitute the formal contract, unless otherwise specified between the successful firm or individual and the Board of Frederick County Commissioners.

ERRORS IN PROPOSALS

All firms or individuals are expected to fully inform themselves as to the conditions, requirements and specifications before submitting proposals. Failure to do so will be at the firm or individual submitting the proposals own risk. They may not secure relief on the plea of error in either omission or commission. In case of error in extension of prices in the proposal, the unit price shall govern.

SIGNATURE OF PROPOSALS

Each proposal must show the full business address and telephone number of the firm or individual and be signed by the person or persons legally authorized to sign the contract. All correspondence concerning the proposal and contract, including notice of award, copy of contract and purchase order, will be mailed or delivered to the address shown on the proposal in the absence of written instructions for the contractor to the contrary. Proposals by partnership must be signed in the partnerships name by one of the members of the partnership or by an authorized representative followed by the signature and designation of the person signing, who shall also state the names of the individuals composing the partnership. Proposals by corporations, followed by the signature and designation of the officer having authority to sign. When requested, satisfactory evidence of authority of the officer signing in behalf of the corporation shall be furnished. Anyone signing the proposal as agent shall file satisfactory evidence of his authority to do so.

CONFLICT OF INTEREST

All proposals, when submitted, shall be signed by the individual, or if a corporation, an officer thereof, stating that the person signing has read and understands the following provisions:

"PROHIBITIONS. No officer or employee of the County, whether elected or appointed, shall in any manner whatsoever, be interested in or receive any benefit from the profits or compensation of any contract, job, work or service for the County. No such officer or employee shall accept any service or thing of value, directly or indirectly from any persons, firm or corporation having dealings with the County, upon more favorable terms than those granted to the public generally; nor shall they receive, directly or indirectly any part of any fee, commission or other compensation paid or payable by the County, or by any person in connection with any dealings with the County, or by any person in connection with any

dealings with or proceedings before any branch office, department, board, commission, or other agency of the County. No such officer or employee shall, directly or indirectly be the broker or agent who procures or receives any compensation in connection with the procurement of any type of bonds for County officers, employees or persons or firms doing business with the County. No such officer or employee shall solicit or accept any compensation or gratuity in the form of money or otherwise for any act of omission in the course of the public work; provided, however, that the head of any department or board of the County may permit an employee to receive a reward publicly offered and paid for, for the accomplishment of a particular task."

"BRIBERY. The Bidder, to the best of his knowledge, whether he be an officer, director, partner or any of its employees directly involved in obtaining contracts with the State, or any County or other subdivision of the State, has not been convicted of bribery, attempted bribery, or conspiracy to bribe under the laws of any State or Federal Government."

FREDERICK COUNTY EQUAL EMPLOYMENT OPPORTUNITY CLAUSE

Frederick County expects that the firm or individual does not discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex or age.

INDEMNIFICATION AND INSURANCE

The contractor shall indemnify, keep harmless the County, its agents, Officials and employees, against all injuries, death, loss, damages, claims, patent claims, suits, judgments, cost and expenses, which may in anyway accrue against the County in consequence of the granting of this contract or any performance there under, or which may in any way result from a negligent act or omission of the contractor or its employees, or of the subcontractor or its employees, and the contractor shall at its own expense through council chosen by the contractor and approved by the Board of County Commissioners of Frederick County, such approval not to be unreasonably withheld, appear, defend, and pay all reasonable charges of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith, and if judgment shall be rendered against the Count in any such action, the contractor shall at their own expense, satisfy and discharge same. Contractor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County herein provided.

A Certificate of Insurance will be requested by Frederick County as needed. If requested, a Certificate shall be provided within (10) calendar days from the date of such request.

PREPARATION OF PROPOSALS - PLEASE READ CAREFULLY

Proposals must be signed by an authorized representative of the company submitting a proposal. All erasures and/or changes shall be initialed by the individual making modifications to the proposal. Should there be a conflict between the general proposal conditions and the scope of services, the scope of services shall prevail.

PROCEDURES

The extent and character of the work to be done by the firm shall be subject to the general control and approval of **Darrell Batson** or his authorized representative. The firm shall not comply with requests and/or orders issued by other than the representatives acting within their authority for the County.

PRIME CONTRACTOR

The Contractor shall be an independent firm not affiliated with any manufacturer.

SUBCONTRACTORS/SUBCONSULTANTS

The firm shall identify all proposed subcontractors who will be furnishing services under the terms of this Request for Proposal. Subcontractors shall conform in all respects to the applicable provisions specified for the prime contractor and shall be subject to approval by the County. If a subcontractor/subconsultant is determined to be unacceptable by the County, the firm shall substitute an acceptable subcontractor/subconsultant with no change in any contract unit prices or overall contract sum. If a firm fails, within a timely manner, to propose another subcontractor/subconsultant to whom the County has no objection, the County reserves the right to reject the proposal. The firm will use only those subcontractors/subconsultants approved by the County.

CONFIDENTIALITY

Offers must specifically identify those portions of their proposals, if any, which they deem to contain confidential or proprietary information of trade secrets and must provide justification to be considered by the County in determining whether such material, upon request, should not be disclosed by the County. All requests for information shall be handled in accordance with the Freedom of Information Act.

DEVIATIONS/EXCEPTIONS

All deviations from the requirements stated herein shall be noted in detail by the proposer in writing and enclosed in the Technical portion of the proposal. The absence of written deviations submitted in the Technical Proposal will hold the Offeror strictly accountable to the County to the Terms and Conditions as written. Any deviation to these Terms and Conditions presented as stated above will be reviewed during the Technical Evaluation.

AVAILABILITY OF FUNDS

A contract shall be deemed executory only to the extent of appropriations available for the procurement of such articles.

DELIVERY OF GOODS

All goods delivered to the County shall be shipped FOB Destination with any freight charges prepaid.

TERMINATION FOR CONVENIENCE

The performance of work under this contract may be terminated by the County in accordance with this clause in whole, or from time to time in part, whenever the County shall determine that such termination is in the best interest of the County. The County will pay all reasonable costs associated with this contract that the Contractor has incurred up to the date of termination and all reasonable costs associated with termination of the Contract. However, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination.

TERMINATION FOR DEFAULT

If the contractor fails to fulfill its obligation under this contract properly and on time, or otherwise violates any provision of the contract, the County may terminate the contract by written notice to the Contractor. The notice shall specify the acts or omissions relied upon as cause for termination. All finished or unfinished work provided by the Contractor shall, at the County's option, become the County's property. The County shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor will remain liable after termination and the County can affirmatively collect damages.

BID BOND, CERTIFIED OR CASHIER'S CHECK

If indicated, each bid shall be accompanied by a bid bond signed by a surety company licensed to do business in the State of Maryland, or by a cashier's check, certified check or Treasurer's check drawn on a responsible bank doing business in the United States in the amount of five percent of the total estimated value of the first year of the contract and shall be made payable to Frederick County, Maryland. U.S. Postal Money Orders are acceptable in lieu of certified checks.

PERFORMANCE BOND

If indicated, the successful bidder or bidders on this bid must furnish the required performance bond, made out to Frederick County, Maryland, prepared on an approved form, as security for the faithful performance of their contract, within ten days of their notification that their bid has been accepted. The surety thereon must be such surety company or companies as are authorized and licensed to transact business in the State of Maryland. Attorneys in fact who sign bonds must file with each bond a certified copy of their power of attorney to sign bonds. The successful bidder or bidders upon failure or refusal to furnish within ten days after their notification the required bonds shall forfeit to Frederick County, Maryland, as liquidated damages their bid deposit. The Performance Bond shall be in the amount one hundred percent (100%) of the contract price of the first year of the contract covering faithful Performance of the contract.

LIQUIDATED DAMAGES

Should the selected contractor fail to perform as agreed it is understood that the County will deduct from any outstanding invoices(s), or by other means as allowed by law, an amount equal to Five Hundred Dollars ($500.00) per calendar day until the satisfactory performance is

accomplished. As evidenced by submitting a Proposal it is understood that this is not a penalty, but is in fact a Liquidated Damage.

PROVISIONS FOR OTHER AGENCIES

The following agencies within Frederick County must be able to purchase directly from contracts resulting from this Invitation For Bid:

Frederick County Public Schools
Frederick Community College
Municipalities of Frederick County

While this IFB is prepared on behalf of the Frederick County Government, it is intended to apply for the benefit of the above named agencies as though they were expressly named throughout the document. Each of these agencies may purchase from the successful vendor under the same terms and conditions of the contract with the Frederick County Government, in accordance with each agencies respective laws and regulations, or an agency may choose not to procure from the successful vendor at the agency's sole discretion. If one of the above named agencies elects to purchase under the contract, the price shall be determined by using unit costs and other pertinent costs provided in the offer. Any special discounts unique to a particular agency (e.g. Frederick County Public Schools) should be stated.

WITHDRAWAL OF PROPOSALS

a. All proposals submitted shall be valid for minimum period of ninety (90) calendar days following the date established for opening.

MISCELLANEOUS REQUIREMENTS

a. The County will not be responsible for any expenses incurred by a firm in preparing and submitting a proposal. All proposals shall provide a straightforward concise delineation of your capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.

b. Firms who submit a proposal in response to this RFP may be required to make an oral presentation of their proposal. The Purchasing Department will schedule the time and location for this presentation.

c. The contents of the proposal submitted by the successful bidder and this RFP will become a part of any contract awarded as a result of these specifications. If additional contracts, terms and provisions are required by the firm, they shall be included in the firm's proposal. If the County determines any of these to be unacceptable the proposal may be rejected.

d. The firm is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title or interest therein or its power to execute such agreement to any other person, company or corporation without the previous content and approval in writing by the County.

REQUEST FOR PROPOSAL PROTEST

Interested party means an actual or prospective bidder, offeror, or contractor that may be aggrieved by the solicitation or award of a contract or by the protest.

Protestor means any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or the award of a contract and who files the protest.

An interested party may protest to the Frederick County Purchasing Director the award or the proposed award of a contract for supplies, services or construction. The protest shall be in writing and addressed to the Purchasing Director.

Protest based upon alleged improprieties in any type of solicitations which are apparent before proposal opening or the closing date for receipt of initial proposals shall be filed before proposal opening or the closing date and time for the receipt of the proposal. In all other cases proposal protests shall be filed not later than seven (7) days after the basis for protest is known or should have been known, whichever is earlier. The term "filed" means receipt in the Purchasing Department. Any protest filed after the time limit prescribed above shall not be considered.

The written protest shall include as a minimum the following:

A. The name and address of the protestor.

INSTRUCTIONS FOR SUBMITTING PROPOSALS

PRE-PROPOSAL CONFERENCE

a. A Pre-Proposal Conference will be held on June 26, 2001 at 1:30 PM in the Purchasing Conference Room, 1st floor, Winchester Hall, 12 E. Church St. Frederick, MD.

b. At this session representatives of the County will explain the project objectives. Questions will be answered at this time.

c. Addendum and Supplement to Request:

If it becomes necessary to revise any part of this request or if additional data is necessary to enable the exact interpretation of provisions of this request, or if revisions are necessary after the pre-proposal conference, the revisions will be provided to all of those firms that received the initial RFP.

d. Questions and Inquiries

Questions and inquires, both verbal and written, will be accepted from any and all firms or individuals while attending the pre-proposal conference. Questions prior to or subsequent to this conference must be submitted in writing at least ten (10) days in advance of the proposal opening date. All questions must be forwarded to the Buyer. Questions will be answered in writing and both questions and answers will be distributed.

PREPARATION AND SUBMITTAL OF PROPOSALS

a. All proposals shall be signed in ink by authorized principals of the firm.

b. All attachments to the request for proposals requiring execution by the firm are to be returned with the proposals.

c. Technical and Cost Proposals are to be returned in separate sealed envelopes. The face of the envelopes shall indicate the R.F.P. number, time and date of public opening, and title of the proposal, i.e. and whether they contain the "Technical" or "Cost" proposal.

d. Proposal must be received by the Purchasing Department not later than 3:00 PM on July 12, 2001. Requests for extensions of this date will not be granted unless noted in an addenda. Firms mailing proposals should allow for normal mail time to ensure receipt of their proposals by the Purchasing Department prior to the time fixed for the opening of the proposal. Proposals, or unsolicited amendments to proposals, received by the County after the closing date will not be considered. Proposals will be publicly opened and logged in on the date specified above.

Firms shall submit one original and five (5) copies of the proposal to the County.

e. All materials submitted as a part of this bid should be printed on both sides of the page.

B. Appropriate identification of the procurement, and, if a contract has been awarded, its number, if known.

C. A statement of reasons for the protest.

D. Supporting exhibits, evidence, or documents to substantiate any claims unless not available within the filing time in which case the expected availability date shall be indicated.

The Purchasing Director shall submit a copy of the protest to the County Attorney upon receipt of the protest.

Any additional information requested of the protestor by the Purchasing Director shall be submitted within five (5) days after receipt of notification in order to expedite consideration of the protest. Failure to comply with a request for information by the Purchasing Director may result in a resolution of the protest without consideration of any information which is untimely filed pursuant to such request.

Upon written request, the Purchasing Director shall make available to any interested party information submitted that bears on the substance of the protest except when information is proprietary or otherwise permitted or required to be withheld by law or regulation.

A decision on a protest shall be made by the Purchasing Director in writing as expeditiously as possible after receiving all relevant, requested information. Before issuance, the decision of the Purchasing Director shall be reviewed by the County Attorney.

Should the department head of the County agency originating the proposal or the protestor disapprove of the Purchasing Director's decision, they may appeal the decision to the County Commissioners within seven (7) days after receipt of the decision. All information used to support the protest and the decision of the Purchasing Director shall be made available to the County Commissioners.

A written decision on the protest shall be made expeditiously by the County Commissioners and deemed the final action on the protest.

DEBRIEFING OF UNSUCCESSFUL OFFERORS:

A. When a contract is to be awarded on some basis other than price alone, unsuccessful offerors shall be debriefed upon their written request submitted to the procurement officer within a reasonable time. Debriefings shall be provided at the earliest feasible time after contract award and shall be conducted by a procurement official familiar with the rationale for the selection decision and contract award.

B. Debriefing

(1). Debriefing shall:

a. Be limited to discussion of the unsuccessful offeror's proposal and may not include specific discussion of a competing offeror's proposal.

b. Be factual and consistent with the evaluation of the unsuccessful offeror's proposal; and

c. Provide information on areas in which the unsuccessful offeror's technical proposal was deemed weak or deficient.

(2). Debriefing may not include discussion or dissemination of the thoughts, notes, or rankings of individual members of an evaluation committee, but may include a summary of the procurement officer's rationale for the selection decision and recommended contract award.

C. A summary of the debriefing shall be made a part of the contract file.

PROPOSAL FORM

THE FIRM OF: _____

_____

_____

_____

Hereby agrees to provide the requested services as defined in the Request For Proposal No. 01-77 and attachments thereto at the contract price of:

$_____

By signing here, the firm does hereby attest that he/she has read fully the instructions, conditions and general provisions and does understand them.

COMPANY: _____

ADDRESS: _____

AUTHORIZED
SIGNATURE: _____

TITLE: _____

PHONE NO.: _____

DATE: _____

TO BE SUBMITTED IN THE COST PROPOSAL ENVELOPE.

CERTIFICATION

The Department of Purchasing requests as a matter of policy that any firm receiving a contract or award from Frederick County, Maryland, shall make certification as below. Receipt of such certification, under oath, shall be a prerequisite to the award of contract and payment thereof.

I (we) hereby certify that if the contract is awarded to our firm, partnership or corporation that no member of the elected governing body of Frederick County, or members of his or her immediate family, including spouse, parents or children, or any person representing or purporting to represent any member or members of the elected governing body, has received or has been promised, directly or indirectly, any financial benefit, by way of fee, commission, finder's fee, political contribution, or any similar form of remuneration on account of the acts of awarding and/or executing this contract.

HANDWRITTEN SIGNATURE OF AUTHORIZED PRINCIPAL(S):

NAME: _____

TITLE: _____

NAME OF FIRM/PARTNERSHIP/CORPORATION:

_____

DATE: _____

COUNTY OF FREDERICK AFFIRMATIVE ACTION DATA FORM

The County of Frederick has established a program to ensure equal opportunity in its project bidding. We are asking you to help us in this effort by completing the Applicant Affirmative Action Data Form below. Completing the Data Form will assist us in monitoring the effectiveness of our program. THIS FORM WILL BE FILED SEPARATELY FROM YOUR BID PROPOSAL AND WILL NOT BE USED TO DISCRIMINATE IN ANYWAY IN THE PROJECT BIDDING OR AWARD PROCESS. The completion of this form is required for your participation and consideration.

1. **PROJECT:** _____

2. **DATE:** _____

3. **NAME OF BIDDER:** _____

4. **TYPE OF BUSINESS ENTITY:**

   a. _____ Individual
   b. _____ Sole Proprietorship
   c. _____ General Partnership
   d. _____ Limited Partnership
   e. _____ Limited Liability Company
   f. _____ S-Corporation
   g. _____ C-Corporation
   h. _____ Professional Corporation

5. **PERCENTAGE OF OWNERSHIP INTEREST (i.e., 1% - 100%):**

   a. Based on Ethnic Origin:

      1. _____ % White
      2. _____ % Black/African-American
      3. _____ % Hispanic
      4. _____ % Asian
      5. _____ % American Indian or Alaska Native

   b. Based on Gender:

      1. _____ % Male
      2. _____ % Female

Note: Ethnic origin is defined by the Federal Equal Employment Opportunity Commission as follows:

White - (Not of the Hispanic Origin) All Persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

Black - (Not of the Hispanic Origin) All Persons having origins in any of the black racial groups of Africa.

Hispanic - All Persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.

Asian or Pacific Islanders - All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Somoa.

American Indian or Alaskan Native - All persons having origins in any of the original peoples of North America and who maintain cultural identification through tribal affiliations or community recognition.

6. **HOW DID YOU LEARN OF THE PROJECT FOR WHICH YOU ARE SUBMITTING A BID?**

a. _____ Walk-in
b. _____ Newspaper Advertisement
c. _____ Cable Television Announcement
d. _____ Posted Announcement
e. _____ Other - Explain: _____

_____

SCHEDULE A: INFORMATION FOR DETERMINING JOINT VENTURE ELIGIBILITY

(This form need not be filled in if all Joint Venture firms are minority owned.)

1. Name of Joint Venture: _____

2. Address of Joint Venture: _____

3. Phone No. of Joint Venture: _____

4. Identify the firms which comprise the Joint Venture (the DBE Partner must be State certified or certified by City of Frederick):

_____

_____

_____

A. Describe the role of the DBE firm in the Joint Venture:

_____

_____

_____

B. Describe very briefly the experience and business qualifications of each non-DBE Joint Venture:

_____

_____

_____

5. Nature of the Joint Venture's Business: _____

6. Provide a copy of the Joint Venture Agreement

7. What is the claimed percentage of DBE ownership?: _____

8. Ownership of Joint Venture: (This need not be filled in if described in the Joint Venture Agreement, provided by Question 6):

A. Profit and loss sharing
B. Capital contributions, including equipment
C. Other applicable ownership interests

_____

_____

9. Control of and participation in this contract. Identify by name, race, sex, and firm those individuals (and their titles) who are responsible for day-to-day management and policy decision-making, including, but not limited to, those with prime responsibility for:

A. Financial Decisions _____

B. Management Decisions, such as:

1. Estimating _____

2. Marketing and Sales _____

3. Hiring and Firing of Management Personnel _____

_____

4. Purchases of Major Items or Supplies _____

_____

C. Supervision of Field Operations _____

_____

Note: If, after filing this Schedule A and before the completion of the Joint Venture's work on the contract covered by this regulation, there is any significant change in the information submitted, the Joint Venture must inform the Grantee, either directly or through the prime contractor if the Joint Venture is a subcontractor.

SCHEDULE A: INFORMATION FOR DETERMINING JOINT VENTURE ELIGIBILITY

AFFIDAVIT

"The undersigned swear that the foregoing statements are correct and include all material information necessary to identify and explain the terms and operation of our joint venture and the intended participation by each joint venturer in the undertaking. Further, the undersigned covenant and agree to provide to the grantee current, complete and accurate information regarding actual joint venture work and the payment therefore and any proposed changes in any of the joint adventure arrangements and to permit the audit and examination of the books, records and files of the joint venture, or those of each joint venturer relevant to the joint venture, by authorized representatives of the grantee or the federal funding agency. Any material misrepresentation will be grounds for terminating any contract which may be awarded and for initiating action under federal or state laws concerning false statements."

_____	_____
Name of Firm	Name of Firm
_____	_____
Signature	Signature
_____	_____
Name	Name
_____	_____
Title	Title
_____	_____
Date	Date

SCHEDULE A: INFORMATION FOR DETERMINING JOINT VENTURE ELIGIBILITY

State of _____, County of _____

On this _____ day of _____, 19 ___, before me appeared known, who, being duly sworn, did execute the foregoing affidavit, and did state that he or she was properly authorized by _____ to execute the affidavit
(Name of Firm)
and did so as his or her free act and deed.

Seal

_____
Notary Public

My Commission Expires: _____

State of _____, County of _____

On this _____ day of _____, 19 ___, before me appeared known, who, being duly sworn, did execute the foregoing affidavit, and did state that he or she was properly authorized by _____ to execute the affidavit
(Name of Firm)
and did so as his or her free act and deed.

Seal

_____
Notary Public

My Commission Expires: _____

TERMINATION FOR CONVENIENCE

The performance of work under this contract may be terminated by the County in accordance with this clause in whole, or from time to time in part, whenever the County shall determine that such termination is in the best interest of the County. The County will pay all reasonable costs associated with this contract that the Contractor has incurred up to the date of termination and all reasonable costs associated with termination of the Contract. However, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination.

TERMINATION FOR DEFAULT

If the contractor fails to fulfill its obligation under this contract properly and on time, or otherwise violates any provision of the contract, the County may terminate the contract by written notice to the Contractor. The notice shall specify the acts or omissions relied upon as cause for termination. All finished or unfinished work provided by the Contractor shall, at the County's option, become the County's property. The County shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor will remain liable after termination and the County can affirmatively collect damages.

BID BOND, CERTIFIED OR CASHIER'S CHECK

If indicated, each bid shall be accompanied by a bid bond signed by a surety company licensed to do business in the State of Maryland, or by a cashier's check, certified check or Treasurer's check drawn on a responsible bank doing business in the United States in the amount of five percent of the total estimated value of the first year of the contract and shall be made payable to Frederick County, Maryland. U.S. Postal Money Orders are acceptable in lieu of certified checks.

PERFORMANCE BOND

If indicated, the successful bidder or bidders on this bid must furnish the required performance bond, made out to Frederick County, Maryland, prepared on an approved form, as security for the faithful performance of their contract, within ten days of their notification that their bid has been accepted. The surety thereon must be such surety company or companies as are authorized and licensed to transact business in the State of Maryland. Attorneys in fact who sign bonds must file with each bond a certified copy of their power of attorney to sign bonds. The successful bidder or bidders upon failure or refusal to furnish within ten days after their notification the required bonds shall forfeit to Frederick County, Maryland, as liquidated damages their bid deposit. The Performance Bond shall be in the amount one hundred percent (100%) of the contract price of the first year of the contract covering faithful Performance of the contract.

LIQUIDATED DAMAGES

Should the selected contractor fail to perform as agreed it is understood that the County will deduct from any outstanding invoices(s), or by other means as allowed by law, an amount equal to Five Hundred Dollars ($500.00) per calendar day until the satisfactory performance is

Automation RFP – Addendum

Implementation Schedule (page 2)

Vendors can expect to begin this project in early September since Board of County Commissioner approval is necessary before a contract can be signed.

In lieu of the required implementation schedule that uses server hardware already on site at FCPL, vendors may submit an implementation schedule that requires the purchase of a new server. Vendors should note that cost may prohibit FCPL from purchasing a new server.

System Capacity Requirements (page 3)

All of FCPL's PC's currently run Windows 95. Any new PCs that are purchased or any PCs that are replaced will have Windows 2000.

Server Architecture (page 3)

FCPL would like to use its present server, an HP9000 K380. Cost may prevent us from purchasing a new server. We do expect to purchase additional memory, disk drives, etc. If the cost of upgrading our existing server exceeds the cost of purchasing a new server FCPL may consider purchasing a new server.

FCPL currently uses UNIX specifically HP-UX. Frederick County Government currently uses NT.

FCPL's present HP9000 also serves as a Web server.

FCPL currently uses Oracle 7. If an upgrade is necessary the vendor must state this on the exceptions portion of the cost page and also must include any costs associated with this upgrade.

Evaluation (page 4)

FCPL may require vendors to provide a demonstration of their software.

Vendor Response (page 5 - 7)

Backups

Backups are currently run using a script. After implementation of the new system installed as a result of this RFP, FCPL would prefer to perform system backups without shutting down access to the database.

Support of Other Languages

As the population of Frederick County grows it has become more diverse. Vendors must list the other languages, such as Spanish, French, etc. that their system supports.

Training (page 7)

Each vendor must list the major functional areas (public service, "back-of-house" and system administration) for which training will occur. For "back-of-house" areas, such as cataloging and system administration one training session must be held. For all public service areas, such as circulation and OPAC two training sessions must be held. Each training session must be able to accommodate a minimum of 9 and a maximum of 15 participants. Each vendor must provide the cost for this complete training package. Vendors must also include the cost of providing additional public service training sessions.

References (page 7)

The vendor must also submit the names of five (5) references. These references must be library systems that use the product that the vendor recommends FCPL purchase.

System Requirements (page 8)

By User request and information module we mean those functions that allow a patron to place their own holds, view their own records, etc.

Information Gateway (WWW) should be deleted.

General Requirements - #9, page9 Database Screening

Due to the nature of service provided by the Detention Center Library, FCPL requires that materials in this collection not be visible to patrons using the PACs in other library facilities or accessing our catalog remotely. Also materials in the collections of other Branch Libraries must not be visible to inmates using PACs at the Detention Center.

An example of third party software is Peoplesoft.

Client and User Interface Requirements

The statement regarding "character-based client" should be deleted (#1a). The sentence should read:

____ Client software stored on the host machine that may be invoked from a remote workstation via a telnet session to provide minimal automation functionality without the need of local client software

Patron File - #6, Patron Types

Number 6 on page 15 should read as follows:

_____6. The system must support at least 200 patron types.

MARC Holdings Records (page 20)

Vendors with systems that do not have a separate MARC Holdings screen should describe how their systems record and display this data, how the data is edited, the check-in procedure, and how consolidated holdings information is displayed.

Circulation Control (page 21)

Number 7 should read: The system must provide a method of batch-processing multiple items. This would allow staff to scan barcodes to change location codes, circulation statuses, etc.

EVALUATION

GENERAL (20 Points)

1. Growth of FCPL

   How will the proposed system adapt to the rapid growth of FCPL in the next few years?

   Does the vendor demonstrate how their system will handle/adapt to the growth of FCPL in the next few years (new HQ, Urbana, new Thurmont)?

   Will there be increase costs as the number of PCs, materials, & users increase?

   What special vendor features will assist us in adapting to this growth?

2. Data Migration

   What will FCPL need to do to prepare our database for migration?

   Does the vendor describe the database migration process clearly? Do they describe the physical medium (tape, disk, ftp) and data formats that must be used?

   From the information provided would FCPL need to perform any database cleanup or make any major changes to our database?

   Can the vendor accept our barcode format? (Page 39)

   Does the vendor include information on migration of bibliographic & authority records, patron data and circulation records? Will the vendor migrate our existing parameters or will we need to recreate them?

3. Software License

   What criteria does the vendor use to license the software (# of users, etc.)? RFP stated software must be capable of supporting access by up to 80 users (page 3).

   Are there any restrictions on the license (limit to # of users or bibliographic records, etc)? What impact do the restrictions have on FCPL? (For example: If the vendor restricts the # of users, were sufficient # of users included to account for growth due to new Artz library)

   Are there additional costs for additional licenses or to increase the license?

Are there any costs or restrictions for remote access (Z39.50 clients, remote PAC clients, etc.)?

How is simultaneous use with WWW connections monitored?

4. Implementation

   a. General

      Is a test of the data for migration included in the schedule?

      Is the schedule very tight with little room for mistakes or was time for solving unforeseen problems built into the schedule?

      Was the estimated time FCPL would be down (no catalog or circ service) included in the schedule? Was the amount of time reasonable (a day or two) or unreasonable (a week or more)?

   b. Using existing HP9000 server

      Did the vendor provide the schedule using the existing HP server? (Points should be deducted if vendor software is not compatible with our HP server)

      Did the vendor recommend we purchase additional disk drives, memory or other equipment for the HP server? If yes, did they include detailed specifications on this equipment?

      Did the vendor include a schedule using the HP server, but recommend new hardware as the best solution? Does this exception provide a more efficient way of implementing the new software (shorten the downtime, etc.)?

   c. New Hardware

      Did the vendor recommend the purchase of new hardware? If so, was delivery and installation of the new server included in the implementation schedule?

      Where is the nearest repair site? How far will the technician have to travel?

5. Documentation

   Did the vendor include a description and sample of their documentation?

   Is the documentation clear and easy to understand? Does the format make sense?

6. Other Languages

   Does the software support other languages?

   Do the languages include languages FCPL is apt to need and use?

7. Test Database

   Is a test database available for use by FCPL staff during the migration and conversion process?

   Is additional hardware necessary to run this test database or is the database accessible via the Web?

8. References

   Each evaluator is required to select at least 3 libraries listed by the vendor. Evaluators are required to log onto the web sites of these 3 libraries and enter their online catalogs. Once in the catalog perform several searches using different searches and different types of search mechanisms (author, title, keyword, etc.). Rate the software using the following criteria:

   User friendliness - Remember that each library has customized the screens so this should not be considered; also how a library's materials were cataloged can affect search results.

   How well the software performed the search - Were there hits for the searches? Were they listed in an order that made sense? Were they easy for patrons to understand? If there were no hits for the search how did the software inform the patron of this?

   Was help available for patrons? Would the information provided actually assist patrons in navigating through the catalog? Remember that the library may have customized the help screens.

HARDWARE AND SOFTWARE (20 Points)

1. Software

   Is the software compatible with 2 or more of the following: HP-UX, Solaris, Windows NT, AIX, Linux and True 64.

   Does the system have an open database structure that may be accessed using Standard Query Language (SQL) such as Oracle, Sybase or SQL server?

   Is software compatible with existing PCs?

   Can software run on Windows 95, 98, NT, 2000, etc.?

2. Software Maintenance and Upgrades

   How often are software upgrades issued?

   Is FCPL or the vendor responsible for loading software upgrades? If FCPL loads upgrades, are instructions provided? Did the vendor include a sample of those instructions?

   In what format are the upgrades available (ftp, tape, etc.)? Are the upgrades available in more than one format or does the vendor dictate what format we must use?

   Is software warranty offered for 1 year after installation?

3. Hardware Maintenance

   Is hardware maintenance available only on weekdays 9 to 5 or is it available in the evenings and on weekends?

   Where is the nearest repair site? How far will the technician have to travel?

4. Customer Support

   Does the vendor maintain a free customer support service?

   How is the customer support service staffed? Is the main purpose of the customer service staff to answer client questions or does the staff have other jobs (FCPL calls and leaves message; when staff completes other jobs they work on FCPL question; this is least favorable to FCPL)?

5. Hardware

Does any new hardware come with a one-year warranty?

6. File Reorganization

Is this required?

Is the explanation of this process adequate?

Is the process easy to understand?

Did the vendor include information on the files and indexes that need to be reorganized?

How long does this reorganization take?

Is the system/database available during the reorganization and will users experience any decrease in response time?

7. Backup

Did the vendor outline the recommended routines for system and data backup? Was this outline adequate?

What is the estimated length of time required for backup? Will there be a slowdown during backup or when big jobs are being run? Will the system be accessible to staff and the public during this process (page 5, #7)

8. Security

Vendors were required to describe both client and server security. Was this description adequate, complete, etc.? Is security good enough to prevent unwanted access to our database?

Did the vendor mention any known security issues? If so, would this issue impact FCPL's use of the software?

MODULES AND THEIR FUNCTIONALITY (30 Points)

Vendors were required to include a list of all modules and the functionality they provide. Evaluators should review the RFP pages 8 to 39 carefully. In these sections vendors were required to respond to the numbered statements by indicating if it was available (A), available with deviation (AD), in development (D), planned (P), or not planned (NP). Points should be deducted when the vendor has indicated that a statement (service, etc.) is in development, planned, or not planned.

In addition to the statements and the vendor's response to the statement, evaluators should pay special attention to the following:

1. Cataloging (page 17)

   Does the vendor provide an easy to use interface to export MARC records from OCLC and Brodart? Is ftp and option for importing MARC records?

   Does the system have full-text editing with cut and paste features? Does the system have global editing?

   Does the system keep up with MARC changes?

2. Holds (page 27)

   Vendors were required to explain the process for requesting materials that are available in another Branch (now called Loans). Was this process clearly and fully explained? Will this system work for FCPL?

   Is this process (now called Loans) available for patrons from remote access?

   Is a daily report available that lists these requested materials? Can this report be printed at each Branch?

3. PAC Searching (page 31)

   Vendors were required to provide an explanation of how their software performs searches and/or a description of the search architecture.

   What MARC fields are searched when an author, title and keyword search is performed?

4. System Functions

Did the vendor include any information on designing screens? Are the screens easy to design?

Are the Help screens user friendly? Are they easy to understand? Can they be edited and/or changed?

Does the system verify hypertext links and if so, how often? (page 12, #10)

Is it easy to access a web site from a screen? (This would be especially useful for Community Information)

Does the system support multiple thesauri (for children's thesaurus and other languages)?

5. Serials (page 34)

Does the proposed system use serials holdings screens? If not, has the vendor fully explained what their system does use? Is this acceptable to FCPL? Does the alternative provide at least as much information as our current serials holdings screens?

Are there the same predictability patterns for check-in and claims?

6. Reports (page 35)

Vendors are required to describe their report generator.

Does the report generator appear easy to use? Does it depend on well-known software such as Excel?

What reports are standard? Does the list of standard reports include reports that FCPL needs on a daily, weekly, and monthly basis, for example circulation statistics, overdue notice reports, # of items cataloged, # of items added and/or deleted from the database and cataloging buffer reports? Are these reports flexible (can they be changes or customized at all)?

Are custom reports possible without additional software? If additional software is required, is the software well known and easy to use such as Excel or specialized and harder to use?

Can natural language be used to build reports?

Vendor is required to provide copies of daily circulation statistics. These statistics must include # of items circulated, # of holds, # of items

renewed, amount of money collected in one day, and the amount of fines and fees waived. Were the copies included and were they complete?

Can the # of materials used "in house" be collected? Is this method easy? Is it staff intensive? Can hand held portable scanners be used to collect these statistics? What reports are available regarding these "in house" stats? Were samples included?

What mechanism is used to gather statistics? Is the system continually gathering statistics and depositing them in easily-retrievable areas? Is the system flexible? Can we combine different types of statistics and easily move them to a spreadsheet?

What criteria is used for gathering statistics (only gathered for commands as they are executed, etc.)? Can we parameterize the types of statistics we want to gather?

7. Inventory (page 37)

A description of the inventory process is required. This description must include the steps that are involved and list any special equipment that is necessary.

8. Community Information Database (page 38)

Required information is as follows:

Copies of screens showing sample CIS records

Search terms patrons would use to search for CIS records

How can CIS records be distinguished from other records?

Is a report available that can be used to mail a record to an organization for updating? Did the vendor describe the process for generating this report? Was a sample of this report included?

9. Training (page 39)

Each vendor is required to list the major functional areas (OPAC, circulation, cataloging, etc.) for which training will occur.

Was the required plan for training adequate for training FCPL staff? Was it complete (cover all the major functional areas)? Did the vendor provide enough detail to determine what would be covered and in what depth? (NOTE: We said that 1 session was necessary for back of house sessions such as cataloging, but that 2 would be required for Circ., PAC, and other

public service sessions. We stated that 9 to 15 staff would be trained at each session).

Did the vendor indicate what training must be held off site and state where that training would be held?

What type of training will the vendor provide (demonstration, hands-on, etc.)?

Does the vendor's staff have sufficient experience and/or background in training? Did the vendor include the names, experience, job titles, and # of years as a trainer?

Was a training calendar provided? Does it provide sufficient time for FCPL staff to be adequately trained? How many contact hours of training did the vendor recommend?

10. Patron Remote Access Features

Is the proposed system compatible with self-check systems, automated renewal systems and book security systems?

Did the vendor state which brand (3M, Checkpoint, etc.) their software is compatible with?

Is the software capable of generating a receipt for patrons on checkout that lists book titles, date due, etc.? Does the receipt include the patrons name and barcode (pose a security problem if found by other person)? Does FCPL decide what information is included on this receipt?

Guidelines for Evaluating Bids

Please be fair, but impartial. Remember there are problems with all library automation systems. The system's functionality, adaptability and ability to grow with FCPL should be your main considerations.

There are two parts of the evaluation, technical and cost. The technical evaluation is done first. Once that is completed points for the cost evaluation are assigned. The total number of points then determine the successful vendor.

Each bid must be reviewed carefully. All information on a point to be reviewed will not necessarily be in one section.

Pay special attention to any exceptions and/or notes. Also review any supplemental information that may be included. Many times these areas contain important information.

A vendor may be disqualified if they do not provide all information that was required. If you think a vendor should be disqualified please contact Beth immediately.

Evaluation

As you are reviewing bids, you may have a question that could be answered or clarified by another member of the evaluation team (Erin, Pat Short, Jason, Mary Mannix, Beth). All questions should be sent by e-mail so all members of the team are aware of both the questions and answers.

Vendors cannot be contacted without Beth's permission. This will insure that the bid process adheres to County regulations.

Assigning Points

The technical evaluation has been divided into 3 parts, General, Hardware and Software, and Modules and Their Functionality. I have divided the total available points (70) between the 3 sections of the evaluation, General, Hardware and Software and Modules and Their Functionality. This gives each reviewer the flexibility to assign points within each section as he/she sees fit. If you need a more structured approach please use the following point bread downs:

General:	Growth of FCPL	2 points
	Data Migration	2 points
	Software License	2 points
	Implementation	4 points
	Documentation	2 points
	Other Languages	1 point

cc: team + trainers

Test Database		3 points
References		4 points

Hardware/Software:	Software	3 points
	Software Maintenance & Upgrades	2 points
	Hardware Maintenance	2 points
	Customer Support	4 points
	Hardware	3 points
	Backup	3 points
	Security	3 points

Modules:	System Requirements (pg 8 – 13)	7.5 points
	Required Features (pg 12- 39)	7.5 points
	Bibliographic (sections A-C, pg. 12-14)	
	Patron (section D, pg. 14-16)	
	Data Files (section E, pg 16)	
	Functional Specifications	15 points
	Cataloging (sections A-B, pg. 17-21)	
	Circulation (sections C-B7, pg.21-28)	
	OPAC (sections D, C1-C4, pg.28-34)	
	Serials (section E, pg.34-35)	
	Statistics (section F, pg 35)	
	Reports (section G, pg. 35-37)	
	Inventory (section H, pg.37)	
	Detention Ctr. (section I, pg 38)	
	CIS (section J, pg. 38-39)	
	Training (section K, pg 39)	

Supplemental Information

The following supplemental information (1 copy only) was included:

Innovative	CD containing User Manuals
Sirsi	Small Format Disk for iBistro
	List of Installed Sirsi Systems
	Sample Reports and Notices
	Workflows Manual

Library Automation Software – Technical Evalualtion

Completed By: _____

VENDOR _____

	# of Points
General (20 points available)	_____
Growth of FCPL	_____
Data Migration	_____
Software License	_____
Implementation	_____
Documentation	_____
Other Languages	_____
Test Database	_____
References	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

TOTAL POINTS THIS SECTION _____

Hardware and Software (20 points available) _____

- Software _____
- Software Maintenance _____
- Hardware Maintenance _____
- Customer Support _____
- Hardware _____
- Backup _____
- Security _____
- _____ _____
- _____ _____
- _____ _____
- _____ _____
- _____ _____
- _____ _____
- _____ _____

Total Points This Section _____

Modules and Their Functionality _____

System Requirements _____

Required Features _____

Bibliographic _____

Patron _____

Data Files _____

Functional Specifications _____

Cataloging _____

Circulation _____

OPAC _____

Serials _____

Statistics _____

Reports _____

Inventory _____

Detention Center _____

CIS _____

Training _____

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TOTAL POINTS THIS SECTION _____